

Comments Report

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| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_1E714UfISHKEFZc | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Inability to control the temperature in my own office |
| R_22PmRHwHHfV8Hxa | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor |
| R_22PmRHwHHfV8Hxa | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_22PmRHwHHfV8Hxa | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_22PmRHwHHfV8Hxa | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lighting |
| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | lacks natural lighting and we cannot work outside anymore due to badging in and out |
| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Since badge in/badge out procedures have been enforced, those who used to read prior art outside can no longer do that. The lack of natural lighting leads to vitamin d deficiency and/or depression which negatively impacts performance. The fluorescent overhead lighting causes headaches. The cleaning staff does a good job. It's sad they are forced to throw out lunch bags in fridges on Fridays around 6pm. Many people are still working and have to remove their dinner or evening snacks from the fridge because it will get thrown out due to protocol. If fridges are going to be cleaned out it should be much later in the evening. Dry erase boards and bulletin boards should be provided in offices. As for noise in adjacent rooms, an email should be sent out about courtesy and remind people to not talk on speaker phone unless absolutely necessary. It's very distracting. Plants in rooms would help. |

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| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2BfEjKFhKa7AVXq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2VPgpefelCcKOnD | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | NONE |
| R_2VPgpefelCcKOnD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_2VPgpefelCcKOnD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2VPgpefelCcKOnD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Odor; Ventilation |
| R_2VPgpefelCcKOnD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
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| <u>R_3maasWnfcN1b0KZ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Each office needs to have window. |
| <u>R_oZZv4AtQ6oqlySZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_oZZv4AtQ6oqlySZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_12fZ8MCQ707iIBX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_12fZ8MCQ707iIBX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_12fZ8MCQ707iIBX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_0fhqmyfMxeNhZ9D</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I personally don't like the open workspace with no partitions. It very distracting and there no privacy. |
| <u>R_0JNlzvP9Z6wRdrX</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There should be some level of privacy with shared rooms. Include a partition. |
| <u>R_0JO2vPRYUt1ZxhD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | there is an insect/bug problem at least on my floor |
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| R_0My0aZVg3DDMiWJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Too hot |
| R_0My0aZVg3DDMiWJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_0My0aZVg3DDMiWJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_0My0aZVg3DDMiWJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_0My0aZVg3DDMiWJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_0My0aZVg3DDMiWJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Flourescent lighting is really unhealthy |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Inadequate signage; Lighting in common hallways; Lighting in common stairwells; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
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| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_0NAkBuyt12kavyF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_0uHgiPgjeD8Wxlp | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes |
| R_0uHgiPgjeD8Wxlp | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_0uHgiPgjeD8Wxlp | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_10GaWRrfHDzvc4I | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The office is incredibly cold, especially during the summer. Otherwise the facilities are very nice and the staff is great. |

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| R_10GaWRfHDzvc4I | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_10GaWRfHDzvc4I | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_10GgvMnICAGuqk9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The bathrooms need updating. Almost all of the toilets have some kind of problem, from the urinals spewing water and urine out of the toilet every time they flush, to the broken toilet seats, to toilets falling off the wall. On every floor, only some of the sinks work properly: some have no water pressure, some don't turn on in response to the sensor, and some have permanently broken soap dispensers. It's a game to figure out which sink has all the working parts. The toilets back up and overflow regularly, also causing sewage water to back up through the SINK drains. The bathrooms are poorly ventilated. If none of that is good enough, they're old and ugly too! The bathrooms are the problem, they need to be addressed. |
| R_10GgvMnICAGuqk9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_10GgvMnICAGuqk9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_10GgvMnICAGuqk9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_10NIVuTAroxNAQK | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Some fire doors in the concourse level are wedged open and they will not close like they should in the event of a fire. The area above the concourse level has improper drainage and leaks into the concourse level in any heavy rain. The atrium is poorly designed and is too cold in the winter. There's too much smoke near the building (especially the entrances). There are too few entry gates in the four, non-Madison buildings (compared to the number of entry gates in the Madison buildings). |
| R_10NIVuTAroxNAQK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |

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| <u>R_10NIVuTAroxNAQK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas |
| <u>R_10NIVuTAroxNAQK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_10NIVuTAroxNAQK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_10NIVuTAroxNAQK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_10NRKQazZXd4d9Q</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_10NRKQazZXd4d9Q</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_10oedWpA6Ou9Rth</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The temperature in my personal space cannot be controlled to satisfaction; often very cold in my personal area |
| <u>R_10pfq9TDvB2Kx83</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| <u>R_10u6LRuywoZXAPe</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| R_10u6LRuywoZXAPe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The is NO constant stream of water running from the fixtures to complete the process of washing ones hands. Toilets leak or don't flush consistently. |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | The air quality is not listed like it is at the Dept. of Commerce. In addition, people are chronically sick with colds because of the large numbers of people passing around same colds. It is usually passed on by one person on a floor to others because the bath door knobs are not cleaned, I suspect. |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | always contruction everywhere because it is a high construction zone with buldings being built all the time, in fact the entire time we have been here. The government should be given a discount because of this. |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There are several serious problems. The outside doors are so heavy to handle they can break your arm. People wait for other people to open the doors if they are not using the revolving doors, which are great. The bathrooms sinks plumbing for water flow simply do not work which is why we can wash our hands causing the chronic problems with colds and flu being passed around. No one wants to touch the door handles therefor remove them and build the 'L' shaped entrances. The stair doors are a problem so people take the elevator when they must use the stairs to stay healthy. |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent; Building is too hot |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_10UuLSNet0vbah8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |

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| R_110CGZmjdzcWevW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | All of the above |
| R_110CGZmjdzcWevW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | dusting and wiping hand grime off of doors and posts |
| R_110CGZmjdzcWevW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Walls are paper thin, I sneeze (lightly) and five people say god bless you. Some offices are freezing, some are hot. |
| R_110CGZmjdzcWevW | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I don't come to site every day, but I have found that the cleaning staff does not report when there are issues in the bathroom. I once popped in and out of the office a few times over weeks and the same toilet was running with issues (I'm guessing that the custodian saw there was an issue and could have reported it. Another time there was a trash bag over the toilet for a few weeks. I call in issues when I can, but have let it go here and there to see what happens.)\Our public area door handles have caked on hand grime, it is disgusting. And in some areas, you can see the limited area that is cleaned because the cleaning person goes over only the same area over and over again, making a clear line of dirt outside of this limited area.\There is a display in our lobby and you can see the dust line where the cleaning person can't reach to the middle (and doesn't use a Swiffer type reaching device to dust). We have international visitors and I've seen them chuckling over the display dust.\Handicap entrance buttons often do not work. I've had to open and hold doors for people with disabilities several times over the past year. I've reported some of the incidents, but I know that I can't be the only person on site that experiences this.\The handicap elevator on the Concourse level to the garage is iffy for use. I've had to direct people back into the building to go up a level and use a different exit.\Our floor is clean and our bathrooms are well kept. I believe that any issues that arise are purely from someone not knowing who to report issues (like broken toilets) to. One toilet leaked so long that it had a rust line on the toilet - it's sad to see and I'm guessing a waste to water use.\Not all of our sinks work at the same time. Some sinks will have soap, but the sensor to turn the faucet on doesn't always work. So sometimes we find ourselves getting soap at one sink and walking to another sink where we know the water works (sometimes we luck out and find a sink with both in one place). |
| R_110CGZmjdzcWevW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
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| <u>R_110CGZmjdzCWevW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_111lHaLB3B1rDWI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Office Furniture |
| <u>R_111lHaLB3B1rDWI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights on timer/motion detector so lights sometimes go out when in office and have to walk down hall to turn back on |
| <u>R_111lHaLB3B1rDWI</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Parking garage has serious problems. Employees are supposedly allowed to park in garage for free during nights and weekends. However, the exit system fails regularly so that the only way to exit is to pay \$10. This is completely unacceptable and should be rectified immediately. |
| <u>R_111lHaLB3B1rDWI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_111lHaLB3B1rDWI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| <u>R_1173QsMHbMNlgAz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Better Quality toilet Paper. Sinks are not great. |
| <u>R_1173QsMHbMNlgAz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.) |
| <u>R_1173QsMHbMNlgAz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

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| R_11imGBpwNRnoNet | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Although restrooms are kept clean, facility management has decided to turn off every other sink in the bathroom on my floor. I'd like to see them post "do not use" or turn them back on. |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | unsafe ped path from drivers |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | hvac |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | hvac shuts off |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Pest control management |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too hot |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_11Xvaj8Rd5gbkdO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
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| R_11YfkyfMuMw6wBX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | no windows |
| R_11YfkyfMuMw6wBX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | loading and unloading noise from downstairs |
| R_11YmRGFvipPTbmo | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Personal room has been consistently cold. However exterior grounds and appearance are always well maintained. |
| R_11YmRGFvipPTbmo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_12i0KLuCZwDrQGN | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | One of our drinking fountains was out of service for over 6 months, despite multiple requests to have it fixed. |
| R_12i0KLuCZwDrQGN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_12i0KLuCZwDrQGN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent; Building is too hot |
| R_12ul766Lwljm0EI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | I was doubled up with an office mate. I couldn't get any work done. |
| R_12ul766Lwljm0EI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | I just moved into my own office a few months ago but this survey covers the last year and it was unsuitable for personal and work space. |

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| R_12ul766Lwljm0EI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | It was horrible. I was double up with an officemate and heard his clicking, typing, and telephone calls all day. I asked for a screen and was told NO. |
| R_12ul766Lwljm0EI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I was very dissatisfied with the workplace office group. When they doubled my office, I was told they would accommodate the office to make the personal workspace productive, and conducive to privacy and provide workstations and furniture to back up this commitment. when the time came, I didn't get any accommodations. I requested a screen between my desk and my office mate and was told NO. |
| R_12ul766Lwljm0EI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_12x3g5nLFkEJ8so | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_12x3g5nLFkEJ8so | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_1BR5yGfSVqegm9a | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1BR5yGfSVqegm9a | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1BR5yGfSVqegm9a | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1BR5yGfSVqegm9a | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1C0UQXt4rTXGdun</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Enforcement of 'no smoking' policy in certain outdoor areas is spotty, if it happens at all. |
| <u>R_1C0UQXt4rTXGdun</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lack of natural light |
| <u>R_1C3dyKG6LVNFrqP</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Office needs paper recycling receptacles |
| <u>R_1C3dyKG6LVNFrqP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | temperature |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | office temperature can't be controlled |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | office is too cold/ can't control the temperature/ need to wear jacket all the time |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security officers should act in a professional manner. Offices should have thermostats to control the temperature. |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common hallways; Lighting in common stairwells |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_1CEI7x9rPss9497</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_1CJf8Va4lltqLOL</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The building is too cold all of the time. There should be thermostats that allow for individual control of the temperature in people's work areas. Almost all of the toilet seats need to be replaced, the toilets properly re-secured to the walls and the flushing mechanisms tested and updated. Half the sinks never have soap. Otherwise, with the exception of the building temperature and some bathroom issues, the facilities are excellent. |
| <u>R_1CJf8Va4lltqLOL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1CJf8Va4lltqLOL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1CJzLqfDIhgiF30</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | extremely slow response to facility issues |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1CJzLqfDIhgiF30 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | air makes me cough sometimes and I feel there is dust in it |
| R_1CJzLqfDIhgiF30 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_1CJzLqfDIhgiF30 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1CJzLqfDIhgiF30 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| R_1CJzLqfDIhgiF30 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_1CJzLqfDIhgiF30 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1cUQK0A5JrwqITo | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My only complaint is the temperature -- it is consistently extremely cold in the office regardless of the season. I've become sick many times this year and I believe that this extremely cold temperature has contributed to that (and I even keep three blankets in my office that get used nearly every day). Each individual office should have a thermostat that controls the temperature of that individual office. Although the neighboring office to mine has a thermostat that controls my temperature, it is useless because regardless of movement of the setting tab, the temperature remains the same. |
| R_1cUQK0A5JrwqITo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1CywViq6TxVdB3R | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1CywViq6TxVdB3R</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1CywViq6TxVdB3R</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1dAhAGrH6muCCpV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | No hvac on Sundays, intolerable temperatures |
| <u>R_1dAhAGrH6muCCpV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1dAhAGrH6muCCpV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of paint |
| <u>R_1dAhAGrH6muCCpV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| <u>R_1dAhAGrH6muCCpV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1dAhAGrH6muCCpV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | A/C should be on on Sunday |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | On Sunday, air quality is poor. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Air conditioning should be on Sundays. Many examiners have to work weekends, but the building is too hot, especially the tenth floor. Also, the air is stagnant, resulting in very poor air quality. |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_1daxWTPGm1quGmC</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1DBgDFH5yaBmOst</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1DBgDFH5yaBmOst</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1DBgDFH5yaBmOst</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1DBgDFH5yaBmOst</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_1DI1samldkT8dg1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1Dluf0bbwbpaUoT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| <u>R_1dLax6XDaDWUJTb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | secondhand smoke |
| <u>R_1dLax6XDaDWUJTb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | wiring issues |
| <u>R_1dLax6XDaDWUJTb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | my office always smells of diesel fumes |
| <u>R_1dLax6XDaDWUJTb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_1dLax6XDaDWUJTb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1dLax6XDaDWUJTb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1dLax6XDaDWUJTb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1dLax6XDaDWUJTb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_1dLax6XDaDWUJTb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_1dLax6XDaDWUJTb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_1DLMY5pblAUE7y8 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The buildings on campus are very well kept and maintained. I have only two concerns/complaints over the last year.\1. The buttons in the elevators and the call buttons for the elevators on each floor are starting to wear out. There are buttons I have to press multiple times before they actually light up to register a button press. \2. There were several lights out in the men's bathroom on the sixth floor of Knox for 2-3 months before they were repaired. Considering a cleaning man visits the bathroom twice/day, it's hard to believe that this issue was never mentioned. |
| R_1DLMY5pblAUE7y8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_1DLPJFYGr4OGpTd | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It would be nice if all the faucets in the bathrooms provided more than a trickle of water |
| R_1DLPJFYGr4OGpTd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1dLWzH3sVvht2Y2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | The Kiosk in the Atrium sitting area is an abomination, its purpose is unknown, no one actually uses it. It is an eyesore and obstructs other events in that space. Probably a better fit nearer the inventor's museum. The first floor conference areas are almost always trashy. |
| <u>R_1dLWzH3sVvht2Y2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The soap dispensers are full, but do not dispense soap, there is either no water or a small trickle from the faucets--usually have to go to one sink for soap and try several other sinks for the water, never can get warm water--only cold. The beige/yellow tile/color scheme is depressing and dated. It does not seem to matter what building or floor one is on. |
| <u>R_1dLWzH3sVvht2Y2</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The brick side walks are horrible--I have ruined many pairs of shoes, have had colleagues who have injured themselves because of the uneven surface--Aesthetically, they may have a bit of value, but this is far outweighed by the impracticality of walking on them, using rolling bags on the uneven surface, having rain create large and sometimes deep pools. |
| <u>R_1dLWzH3sVvht2Y2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1dLWzH3sVvht2Y2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1dLWzH3sVvht2Y2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_1dMQJsmLoZefEKm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | No ventilation on the weekends |
| <u>R_1dMQJsmLoZefEKm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1dMQJsmLoZefEKm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1dMQJsmLoZefEKm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_1dMQrqrh5XlbHVe</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | How I maintain it not how it is maintained by building maintenance. |
| <u>R_1dMQrqrh5XlbHVe</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Construction Noise |
| <u>R_1dMQrqrh5XlbHVe</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Vacuuming is not consistent - why should I have to call every few weeks for my room to be vacuumed. If all knew of one day of week their room would be vacuumed that would be good, It can be rotated by floor or hall. There is a stall on all floors in each bathroom and a sink in each one that has never work properly - why not repair it completely. Lastly, the main front outside door closest to the East Garage can be opened even during security hours just by pulling it open - how secure it that. No badge is required at anytime to open this door. Anyone walking off the street can open the door at any time day or night. |
| <u>R_1dMQrqrh5XlbHVe</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_1dMQrqrh5XlbHVe</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1dMQrqrh5XlbHVe</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1dogTrGj7hzMIMH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Ventilation |
| <u>R_1DRXGdGXcYZYzPa</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1DtYxJBMCIJk0bh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_1DtYxJBMCIJk0bh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1DtYxJBMCIJk0bh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1DtYxJBMCIJk0bh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Building is too hot |
| <u>R_1DtYxJBMCIJk0bh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Other |
| <u>R_1dvjZAL4KvxAdwh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1dvjZAL4KvxAdwh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1dvjZAL4KvxAdwh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1dvjZAL4KvxAdwh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|--|
| <u>R_1dvjZAL4KvxAdwh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1DZM2Gs00g0Vt7T</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1E0rR3nJAeb4Mk8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1E6w7GWxQPvbhdp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Air Condition/HVAC noise is very loud and extremely distracting |
| <u>R_1E6w7GWxQPvbhdp</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | 1. HVAC noise level is very high when the HVAC is on. I have to use/buy a noise cancelling headphone just so I could work.\2. Noise from adjacent office can be heard loud and clear from my office (i.e. interviews, personal conversations, etc...)\3. The bathrooms on floors 7 or below are used more frequently than the upper most floors, requiring more maintenance since there are more people on the lower floors. |
| <u>R_1E6w7GWxQPvbhdp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1E6w7GWxQPvbhdp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1eFv3x2RpTEoR0h</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from atrium |
| <u>R_1eFv3x2RpTEoR0h</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Although I have managed to get the AC to where it is not FRIGID in my office, it took part of the SES team contacting facilities to get to that place, and the AC still blows non-stop, which is both super inefficient and uncomfortable. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1eFv3x2RpTEoR0h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Fixtures and finishes |
| R_1eFv3x2RpTEoR0h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1eFv3x2RpTEoR0h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_1eIX7PUhiQGbizo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1eIX7PUhiQGbizo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_1EXwylecTbjDCN1 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The biggest problem that I have noticed is the poor quality of the carpeting in my building. I have noticed that I am allergic to the carpeting. I don't know whether it is from formaldehyde or some other chemical in the carpeting. |
| R_1EXwylecTbjDCN1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Condition of carpets |
| R_1f45PLzPfNrhrnK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_1f8ctVxuxwGDkWX | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I would like to be able to control the temperature in my room. |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|--|
| <u>R_1f9I991ZHhK9Ufh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Need floor to ceiling walls for toilets |
| <u>R_1f9I991ZHhK9Ufh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor |
| <u>R_1fdS4Rg75dV9NGc</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The temperature issue is out of control. It is freezing, 24/7/365. Everyone complains about it. It would be so much cheaper and so much better for the environment for us to raise the air temperature throughout the campus. Particularly now that everyone dresses so casually, there's no reason to hypercool it for men in flannel wool suits. |
| <u>R_1fdS4Rg75dV9NGc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1fjXxhtcbut1LRP</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am overall extremely satisfied with the building maintenance and appearance. However, I wish there are more eco-friendly options that reduce carbon footprint or provide recycling options at my workplace. There are around 8000 people that work here so having an battery disposal unit(AAA, AA, C, D types), plastic bag recycling box, electronics recycling box, or the like would satisfy many people as well as reduce waste. They can bring a lot of junk and waste from there homes to be disposed of in an environmental friendly manner. |
| <u>R_1FRFqpJ5mgVeLsv</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office is rarely vacuumed. |
| <u>R_1FRFqpJ5mgVeLsv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1FRFqpJ5mgVeLsv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Other |
| <u>R_1FtQGkxWWvSsAls</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|--|
| <u>R_1FtQGkxWWvSsAIs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1FtQGkxWWvSsAIs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1g7qMHHjVfPYjgg</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Ventilation |
| <u>R_1gCuE60kk4As6T5</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I share an enclosed single-person office with one co-worker. |
| <u>R_1gj5dcojVnxOI9O</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas; Lighting in common hallways |
| <u>R_1GJ7nblnwA7t3xk</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1GNtXjSJEEUw06S</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | The temperature seems to rise in the late afternoon, especially on Friday. |
| <u>R_1GNtXjSJEEUw06S</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1GPpTn8AUXQ1h0T</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1gtev17hECEGJUM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1gtev17hECEGJUM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |
| <u>R_1gtev17hECEGJUM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1gtev17hECEGJUM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_1gtev17hECEGJUM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace; Lights are too bright in building's common areas; Lights are too bright in personal workspace |
| <u>R_1gtev17hECEGJUM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_1gvHitqbqHsOny8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1gvHitqbqHsOny8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1gvHitqbqHsOny8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_1gwgurn10m7bLLr | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The facility and grounds are well-kept and make me proud to come into work every day, especially given the quality of some federal facilities. My biggest complaint is the inability to control temperature in my personal workspace; it is almost always cold regardless of the season. Next, the bathroom toilets are very wasteful; the automatic sensors are too sensitive. |
| R_1gwgurn10m7bLLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1gwgurn10m7bLLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_1GwObOQBSROBUyO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lighting |
| R_1GwObOQBSROBUyO | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The same stain on the bathroom stall has not been cleaned for 5 years. Nothing was done when communicated with the janitor. There are 4 faucets and 4 soap dispensers, but only 2 faucets are operational and only 1 soap dispenser contains soap. The same toilet is problematic for over 5 years and still going. How long will it take for the problematic toilet to be fixed? The concourse hallway from Jefferson to Madison had been leaking when it rains since the first day we moved in. The fix is a bucket to catch the water and new paint over the rusted stains! |
| R_1GwObOQBSROBUyO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Construction in building's common areas; Inadequate signage; Lighting in common hallways; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_1GwObOQBSROBUyO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1GwObOQBSROBUyO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Condition of paint |
| R_1GwObOQBSROBUyO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1GwObOQBSROBUyO</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1GwObOQBSROBUyO</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1GxL4745iWCQvOP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | My office is HOT! |
| <u>R_1GxL4745iWCQvOP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_1GxL4745iWCQvOP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas; Inadequate signage; Lighting in common hallways; Lighting in common stairwells; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1GxL4745iWCQvOP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| <u>R_1GxL4745iWCQvOP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1hA0eI2QTbCPMtn</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office does not seem to be vacuumed regularly. |
| <u>R_1HeKAamasI0IRZm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

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| <u>R_1HeKAamasl0lRZm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1hEWx9pGftt1v3x</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | office sharing |
| <u>R_1hEWx9pGftt1v3x</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | generally have no issues |
| <u>R_1hM7FARFijXkqDX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1hM7FARFijXkqDX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1hM7FARFijXkqDX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1HoDYJ4ht6RubWm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1HoDYJ4ht6RubWm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1hSiTloxoMFaZdv</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I wish there were ice machines and/or COLD water dispensers in the break room. The water fountains provide tepid water and because we all just use them to fill bottles they're really not a ideal/modern solution. Thanks! |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1hSiTloxoMFaZdv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1hSiTloxoMFaZdv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_1i3XZ5Lsr6pcdLm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | cameras |
| R_1i3XZ5Lsr6pcdLm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_1i3XZ5Lsr6pcdLm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1i3XZ5Lsr6pcdLm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_1i5x6AWmJ0qzyYx | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I would love to have more space. I am in a multi-person office and the furniture is bulky. It would be nice to have smaller furniture. Thanks |
| R_1i5x6AWmJ0qzyYx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_1i9iN4OcbTI47ry | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature |
| R_1i9iN4OcbTI47ry | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |

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| R_1i9iN4OcbTI47ry | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_1IAAb8rGQXNVVp6 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The staff does a good job... |
| R_1ibdV3Vu1IbdCnF | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Facility is wonderful. |
| R_1iePvbvb9gkbNJ1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Not adjustable |
| R_1iePvbvb9gkbNJ1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1IFWlreyoz1sAmI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The office space is very nice and clean |
| R_1ikWGoAiSVYHzGX | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | the lessor, LCOR, over charges for construction requests |
| R_1ikWGoAiSVYHzGX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1ikWGoAiSVYHzGX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| R_1lrZIRQEzXtDkBC | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes |
| R_1isMEr2iPVJv1xf | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | More vending machines should be provided inside the building. |
| R_1isMEr2iPVJv1xf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_1isMEr2iPVJv1xf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1isMEr2iPVJv1xf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_1jJRQhQpr0qVJnm | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I along with many other would like to be able to walk up and down the stairs to and from my office from the lobby and concourse. This does not seem like it is an issue that is too hard to take care of. The stairs are currently alarmed and do not let you walk up and down. Allowing people to use the stairways to get to and from their offices would increase the overall health of the employees. Please reconfigure the stairwell alarms so that we can get to our offices from the lobby and concourse. |
| R_1jJRQhQpr0qVJnm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1jcuzc4gPLw091 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1jLSCPBCrYgoge | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Very happy with the way the buildings on PTO campus are maintained and used. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1js46LNTQQV3KON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Don't know how often filter or anything is being changed/maintained. |
| R_1js46LNTQQV3KON | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Thank you for keeping the work environment (outside & in) clean & pleasant. Kitchen & bathroom cleaning service is exceptional. Security personnel are friendly & alert. Maintenance staff keeps up with modernization or fixes of the building. |
| R_1js46LNTQQV3KON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1js46LNTQQV3KON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1js46LNTQQV3KON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_1jwE97PXTsQLaH0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_1JXAAqfbfKEDXIJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1KdyDgyTRgkYf1k | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | There is very little control over the temperature. The thermostat is in 1 person's office which is locked. Some days my office is very cold. Other days it is normal and a few days it is very hot. There doesn't seem to be any pattern based on the temperature outside. Often there is a noticeable difference between the temperature in the hallway and the temperature in my office. |
| R_1KdyDgyTRgkYf1k | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | The walls between offices are very thin and transmit sound easily. |
| R_1KdyDgyTRgkYf1k | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_1KdyDgvTRgkYf1k | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_1KfZcl8g9dfhvi0 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Nothing really. |
| R_1kGQKNDBePXtEvo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1Kj526WdPPVD8QO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_1Kj526WdPPVD8QO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | In the pantry areas |
| R_1Kj526WdPPVD8QO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1Kj526WdPPVD8QO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Building is too cold |
| R_1Km3ivZX3OIAmhs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Ventilation |
| R_1Km3ivZX3OIAmhs | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | In order to get a solution to a reported issue; one has to escalate to upper management in order to get any real response from building management. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1Km3ivZX3OIAmhs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor; Ventilation |
| R_1Km3ivZX3OIAmhs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_1Km3ivZX3OIAmhs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1Km3ivZX3OIAmhs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Lack of indoor access to garage. |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lack of battery operated lighting in stairwells is completely unacceptable. Onsite generator is NOT acceptable. Anything less than 100% reliability is totally unacceptable. Generator reliability has thus far been 0% when needed and stairwells are in complete darkness. |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | 5th floor men's room has no ventilation/exhaust-fan, and water reducing aerators are stupid and unnecessary, in view of water-saving, motion-detector actuators. |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | No control of temperature, despite thermostat/control in the room (room too cold, year-round). Electrical outlets in building were all installed upside-down. |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common stairwells; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Ventilation |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1KolqG8JJRGgMpw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_1Krji3VJH02Oh5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms |
| R_1Krji3VJH02Oh5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_1kTjEowCn9BDS2u | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | lighting structures on way to parking garage - they having been tilting over and broken, but just this morning I see they are being fixed |
| R_1kTjEowCn9BDS2u | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | chairs and tables outside the conference rooms are dumpy and there aren't enough. I guess you don't want people to eat here, but the atrium area is too cold and too noisy. And just remove the tvs, please! It's NOISE POLLUTION!!! |
| R_1kTjEowCn9BDS2u | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | i'm indifferent to the appearance. they are fine. I'm simply neither satisfied nor dissatisfied. |

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| <u>R_1kTjEowCn9BDS2u</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | my office is directly across from the men's bathroom so all day long I have to listen to men disgustingly clear their throats as they gear up to hock loogies when they walk into the restroom. This restroom is one of those with the handicapped entrance so the door stays open extra long so I get to hear the ENTIRE throat clearing experience. IT'S FOUL. The walls of my office need BETTER SOUNDPROOFING. |
| <u>R_1kTjEowCn9BDS2u</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Disgusting noise from the adjacent men's restroom |
| <u>R_1kTjEowCn9BDS2u</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_1kTjEowCn9BDS2u</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1kTSgNM4FggcPof</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1kTSgNM4FggcPof</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1kTSgNM4FggcPof</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_1Kxvnm6XrSyAgnX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Condition of paint; Inadequate signage; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1Kxvnm6XrSyAgnX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Ventilation |

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| <u>R_1Kxvnm6XrSyAgnX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | The toilets constantly clog. Individuals washing themselves for religious reasons in the sink do not clean up the puddles they leave |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The toilets constantly clog. Individuals washing themselves for religious reasons in the sink do not clean up the puddles they leave |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | In Summer I have to use a blanket because the room is so cold. i am not the only person who does this. With the govt trying to save on energy it makes zero sense to run the AC at the current level. Even 2 degrees higher is all that is necessary |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | We have a sedantary job so getting cold quickly is going to happen. The temperature needs to be increased |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The bathroom stalls have gaps on the side of the doors so you can see what people are doing. Providing a curtain or add lips to the edges that go over the hinges and gaps so they do not interfere with the doors is an easy fix.\\Also there needs to be a sign for people to clean up after themselves in the bathroom and if one sees someone abusing the bathroom there is a number to report this individual. Repeatedly people wash themselves in the sink, with clothes on, for religious reasons. However, they leave puddles on the floor and on the sink stone that surrounds all the sinks. In the bathroom on my floor there is only one good faucet and that is the one that is used. People should know to clean up after themselves and they do not because it is not their bathroom. A separate bathroom for such activities should be designated unless these people agree to clean up after themselves. This also goes for people who brush their teeth or wash their face and leave puddles. These are puddles of filth on the floor and on the sink stone. |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1Lbshg8ryossuHu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

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| R_1Lbshg8ryossuHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1LFK0Pv5PJPXWxH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cafeteria has GMO foods! Those foods should be labelled properly. fruits, poultry, fish etc... |
| R_1LFK0Pv5PJPXWxH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Individually controlled room ac is need, Its too cold at by room sometimes |
| R_1LFK0Pv5PJPXWxH | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Management should consider: \\Food court should be contracted to offer more varying menus and properly and detail labeled food items as to all of its constituent ingredients. For example: Scrambled eggs should be labeled as whether it has flour a baking soda milk or additional ingredients. Similarly, for vegetables and other foods they should be labeled with "organic" or "non-organic" or "others." This would be an extremely nice initiative. \\Restrooms: Men's restrooms having clogging issues. \\Office rooms:\\After vacuuming the floor, the dust flies to the computer and equipment, disinfection cleaning supplies should be automatically supplied to employees. This would be nice to have. \\We need longer hours at the Gym at least for summer season would be nice. Day light ends 9PM. \\Campus is in great shape and outside is maintained well. \\Thank you |
| R_1LFK0Pv5PJPXWxH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Ventilation |
| R_1LFK0Pv5PJPXWxH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_1LIMNb7gu3p6qKe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1LIMNb7gu3p6qKe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |

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| <u>R_1LIQiQ7RStOVAPc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | the office is freezing!!! |
| <u>R_1LIQiQ7RStOVAPc</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The building is freezing and the interior offices have no daylight. |
| <u>R_1LIQiQ7RStOVAPc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming); Condition of paint |
| <u>R_1LIQiQ7RStOVAPc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1LIQiQ7RStOVAPc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1LIpfTXrdDp9AQZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Private Atrium Events sometimes make too much noise |
| <u>R_1LIpfTXrdDp9AQZ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The elevator indicator lights on the lobby and concourse floors are set too high for people to see. The tone of the elevators is too similar to the tone of the security gates causing people to be confused whether an elevator has arrived, especially since they cannot always crane their neck to see the lights that are set too high above the elevators. |
| <u>R_1LIpfTXrdDp9AQZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Ventilation |
| <u>R_1LM5WSa6tr8O7L5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | drab lighting depressing |

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| <u>R_1LM5WSa6tr8O7L5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Other |
| <u>R_1LM5WSa6tr8O7L5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_1LM5WSa6tr8O7L5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1LM5WSa6tr8O7L5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Other |
| <u>R_1lzWKB03qDJS2aI</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The restrooms need softer toilet paper. |
| <u>R_1lzWKB03qDJS2aI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1M05WRo1FSTRr1Y</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_1M0uUlo4cajUQsN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_1mD7EQvrAqMGXRd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Furniture is surplus grade |

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| <u>R_1mD7EQvrAqMGXRd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Hit or miss on temp, generally it is OK |
| <u>R_1mD7EQvrAqMGXRd</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Office furniture and availability is sparse, and surplus. Desks are not comfortable for computer work. To get additional furniture/equipment is a struggle with too many arbitrary gate keepers. We had to hang our own white boards on the walls.? |
| <u>R_1mD7EQvrAqMGXRd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_1mD7EQvrAqMGXRd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_1mEmtUJHJVCY5fm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | office too cold |
| <u>R_1mEmtUJHJVCY5fm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Workspace is very noisy - although I have an enclosed office there is essentially no sound barrier and I am constantly disturbed by noise from neighboring offices. It's very hard to concentrate. Not enough electrical outlets for modern computer equipment. Also, building ventilation is poor and food odors from kitchens spread throughout the entire floor and take a long time to dissipate. Bathroom fixtures function poorly if at all. Given the building's relative newness (less than 15 years old), state of bathrooms is terrible. |
| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

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| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_1mnsbC4uvCmnDgD</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1MRkojaVB0yiwHl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1MRkojaVB0yiwHl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1mrNd28ftovVmtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | hand washing water dispensed is too mean, water is in spraying and there is not enough water to thoroughly washing hand in 30 seconds. |
| <u>R_1mrNd28ftovVmtX</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | water for hand washing in toilets should not be in spraying installation and should flow stronger. it should be strong a little bit more than enough to efficiently wash off bacteria in 30 seconds, as I observe quite a few people does not wash their hand for 30 seconds, and with the present amount of water, it's almost equivalent to almost not washing their hands. |
| <u>R_1mrNd28ftovVmtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |

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| R_1msJYw4j0pGs8MW | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Keep it up - Thanks! |
| R_1n15HRI1h1RfJ4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1n26TdqnMFJ6PkD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold and temperature gauge in my office never works |
| R_1n26TdqnMFJ6PkD | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I never know who to contact if I have an issue. When I order office equipment/supplies, it is just left at my door -- no one hangs up or installs office items. Don't know who to contact if I need an additional shelf, chair, etc. |
| R_1n26TdqnMFJ6PkD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature is too cold |
| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | it's not that the lighting is too dark or too bright, it's too yellow and off |
| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | the HVAC causes constant rattling noises above me, I can hear every single word of every phone call and conversation from my neighbors on all three sides, and I can even hear conversations in the pantry room, even with my door closed |
| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Not only is it a huge waste of energy to keep the office building so cold, but it is extremely uncomfortable. I have a drawer filled with sweaters, sweatshirts, and scarves, and sometimes even that is not enough. The temperature of the building is the main factor that makes me feel dreaded coming to work. |

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| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1n6B1MvyEgvECK8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_1n86QVrTIXyxKX9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1NdVy7QzhZ1z90I | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I wish the cleaning staff would dust all surfaces and vacuum harder to reach areas. Once a week vacuuming of the floors, which doesn't reach above-floor areas or harder to reach areas on the floor such as behind a desk, is not enough. My clothes frequently smell like dust, and there's only so much dusting/vacuuming I can do myself during work hours when I'm on a production system. |
| R_1NrZOAQpF1v1tgB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_1NrZOAQpF1v1tgB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Air promotes uncontrollable sneezing at times |
| R_1NrZOAQpF1v1tgB | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The restrooms in this building are a disgrace--the plumbing fixtures do not work consistently, they are dirty, sometimes flooded, and often have foul odors |
| R_1NrZOAQpF1v1tgB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
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| R_1NrZOAQpF1v1tgB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1NrZOAQpF1v1tgB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1NxiQYTubYSqxhM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | During winter months when the air handling system operates continuously, there is a strong smell of mold, and I am concerned for my health. |
| R_1NxiQYTubYSqxhM | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | While I was visited by someone regarding the mold issue, he was extremely reluctant to take any action, and nothing was done. |
| R_1NxiQYTubYSqxhM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1NxiQYTubYSqxhM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_1NxpP9Hexpj9VLm | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Lighting to East and West garages can be improved. Many of the posts are corroded or missing covers. Staff do a great job of keeping bathrooms as clean as possible . . . it's the people using it that don't. |
| R_1NxpP9Hexpj9VLm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_1obAvn6Om34TTSe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
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| R_1obAvn6Om34TTSe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1oBwppjPjU4L4x23 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am extremely disappointed that there is no paper recycling. I am somewhat disappointed that the windows are not washed more often. |
| R_1OCXwQNpJ8ARBNm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_1OCXwQNpJ8ARBNm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_1oG97EfGay2e198 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_1oG97EfGay2e198 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1oG97EfGay2e198 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1oG97EfGay2e198 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_1olwXFiWYdg2N7n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
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| R_1olwXFiWYdg2N7n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1ooKxU7G3NYN8f4 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My only complaint is with the sporadic and unpredictable schedule of vacuuming - not sure what happened but it previously was more frequent. |
| R_1OoRCjMFVU2Z1fW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | environment is not conducive to the demands of the job |
| R_1OoRCjMFVU2Z1fW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | it is adequate, but the type of lights invoke headaches at long exposure |
| R_1OoRCjMFVU2Z1fW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas |
| R_1OoRCjMFVU2Z1fW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1OpCr16Tys7RXyK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1OpCr16Tys7RXyK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_1OpCr16Tys7RXyK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

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| R_1OpCr16Tys7RXyK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_1OpCr16Tys7RXyK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Noisy |
| R_1OPIhsQ7WCxhVBj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_1OPIhsQ7WCxhVBj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_1OTbQNQI4vtYELF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Air Vents blow dust |
| R_1OTbQNQI4vtYELF | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | HVAC air filtration could be improved. HVAC ducts are dusty and throw out dust. |
| R_1OTbQNQI4vtYELF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| R_1OTbQNQI4vtYELF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_1oyUA1fvRnUqykB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I like more noisy conditions, it is too quite |
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| R_1P18pcmNneYg7IU | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There is no access to the stairwell from the first floor except for emergencies. I would be easier for employees that are going to the concourse level or the second floor to have access to the stairwell rather than using the elevators. You have to pass through the security check point to access the stairwell so it does not seem to pose a security risk.\\Also please remove the glass doors the parking lots from the first level. They are an inconvenience and make absolutely no sense. When an employee is loaded down with work items it is a problem to open the glass doors which cannot be locked and do not seem to serve a purpose. |
| R_1P18pcmNneYg7IU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_1P29YCxVP4PqrVq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1P4ZrzjpC9nIcPd | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The proper address of the Madison (main) Bldg. for the USPTO is 600 Dulany Street, not 400 Dulany Street. Most of the sinks in the 6th floor men's bathroom in Madison East, are not functioning properly. |
| R_1P4ZrzjpC9nIcPd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_1P4ZrzjpC9nIcPd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| R_1PdsFzOBiViVfbe | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Personal workspaces need to have standing desks because sitting all day is not healthy. Also, the temperature of my personal workspace is FREEZING! |
| R_1PdsFzOBiViVfbe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1PdsFzOBiVIVfbe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Condition of paint |
| R_1PdsFzOBiVIVfbe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1PdsFzOBiVIVfbe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_1poeOdqvRkv3YIM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Generally too cold most days, but sometimes stuffy and hot |
| R_1poeOdqvRkv3YIM | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The outside areas for smokers are disgusting. The pole is always overflowing, and the bricks under their benches are stained and filthy. However often they're cleaned, it's not often enough. |
| R_1poeOdqvRkv3YIM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1pojdfJTrudbMpy | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1pomSbOk9BX7XFv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1pomSbOk9BX7XFv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | would appreciate more fresh air / ability to open windows |
| R_1pomSbOk9BX7XFv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | fluorescent lighting is generally terrible. |

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| R_1pomSbOk9BX7XFv | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am about to escalate the issue of temperature for my floor. It is uncomfortably cold for many people. |
| R_1pRO76mRXJPTOh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Car alarms outside go off CONSTANTLY! |
| R_1pRO76mRXJPTOh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Re: security, if there's a criminal incident on PTO property, including parking garages, PTO employees should be informed ASAP. There was an incident last year where a disgruntled (and recently fired) PTO employee attacked a man w/a knife in one of our parking garage elevators and PTO employees never heard about it until a year later, when a story about the woman's imprisonment appeared in our daily (news) clips. Incidents like these must be reported to the workforce so they can be aware and take whatever precautions are needed to protect themselves. |
| R_1pRO76mRXJPTOh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1pRO76mRXJPTOh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_1pRO76mRXJPTOh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_1pSdDAQhp9uekh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None |
| R_1pSdDAQhp9uekh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
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| R_1pSdDAQhp9uekhn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Lighting in common hallways; Lighting in common stairwells; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_1pWhLMbU6NLzoAk | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | not an issue to me |
| R_1pWhLMbU6NLzoAk | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | no particular complaints |
| R_1PXH9XJLUV20MRZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_1PXH9XJLUV20MRZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | shared space |
| R_1PXH9XJLUV20MRZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_1PXH9XJLUV20MRZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_1PXH9XJLUV20MRZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_1PXH9XJLUV20MRZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

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| R_1pXue5jHFJfQIS7 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The noise comes from the backside of the Westin hotel which has service vehicles that are loudly doing things with it all day, everyday. |
| R_1pXue5jHFJfQIS7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_1pXW9HJeXf1yR8e | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It would be nice if there were higher toilets in the restrooms. The toilets sit too low and it's hard to get up and down off of them. |
| R_1pXW9HJeXf1yR8e | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_1q3DrmpkxcO09dB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Doors and stall walls are in bad shape. |
| R_1q3DrmpkxcO09dB | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There are large puddles right in front of the entrance to the building when it rains. The brickwork on the sidewalk looks like it was done by a rank amateur. |
| R_1q4LmlbZdPFA3hb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_1Q6g3PGuShim1fl | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The assignment of non-examining/non-patent personnel in proximity to patent examiners is disconcerting. The former have no regard for adjusting noise for their neighboring examiners. |
| R_1Q6g3PGuShim1fl | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |

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| <u>R_1Q6g3PGuShim1fl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1Q6g3PGuShim1fl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | HVAC |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Pest control management |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1qaMXuzQTpgTTKT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |

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| <u>R_1QivNCNaSMPYbhF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | I don't spend much time on the exterior of the building |
| <u>R_1QivNCNaSMPYbhF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | I don't spend much time on the exterior of the building |
| <u>R_1QivNCNaSMPYbhF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | There are often flies and gnats that I think are coming through the HVAC system |
| <u>R_1QivNCNaSMPYbhF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I'm in a very high traffic space near a common area |
| <u>R_1QivNCNaSMPYbhF</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The only concern I have is the appearance of flies and gnats that I think are coming through the ventilation system. I do sit near a kitchen area so maybe that's where they are coming from. But other staff have experienced the same problem that do not sit near the kitchen. Otherwise, I'm satisfied with my personal workspace. |
| <u>R_1QivNCNaSMPYbhF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_1QKkaNAoXsdIXUa</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| <u>R_1QKkaNAoXsdIXUa</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_1QKkaNAoXsdIXUa</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
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| <u>R_1QKOWAZAyzkLDZG</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature - FREEZING ALL YEAR |
| <u>R_1QKOWAZAyzkLDZG</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | SO COLD. Neighbors and I have complained numerous times but nothing changes. My fingers should not turn blue at my desk, which is literally the current situation. |
| <u>R_1QKOWAZAyzkLDZG</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping; Secondhand smoke at entrances |
| <u>R_1QKOWAZAyzkLDZG</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | HVAC and security problems |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office is supposed to be kept locked, but the cleaning staff routinely unlocks and leaves the office unlocked. I have reported the issue several times, but it recurs often. The ventilation in the building is poor. There are odors all the time. We call about this often, but nothing changes. The hvac is set uncomfortable cold most of the time. when we complain then our individual offices are turned up uncomfortably hot. It's frustrating. The cleanliness is the most apparent issue though. The contractor that they use as cleaning staff is understaffed. They do not do a good job. |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Construction in building's common areas; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |

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| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_1QIPKtKIdNqwPn8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1QngEw9SnCxchvn</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Employees are on production here and often work on Sundays. But the HVAC (particularly AC in the summer) is turned off on Sundays, which means: if it's hot, you sweat like a stuck pig... |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | No air conditioning on weekends |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | No air conditioning on weekends |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | No air conditioning on weekends |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Want ability to dim lights but not turn off |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Lack of air conditioning in the offices during the weekend is insulting. We have a biweekly Monday at 3pm deadline which results in a significant weekend presence. Turn on the air conditioning so that people can work.\\Also, the fluorescent lights in the offices are harsh. The ability to dim the lights would be appreciated. |

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| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_1QoKvXcQu6FG9JE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_1qWC43m8UEsvAK9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_1qWC43m8UEsvAK9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_1qWC43m8UEsvAK9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
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| <u>R_1qWC43m8UEsvAK9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_1qWC43m8UEsvAK9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1rGEHvwtdEkzMU</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Ventilation |
| <u>R_1rGEHvwtdEkzMU</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_1rGEHvwtdEkzMU</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_1rMjAgoCHGOfEsP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_1rMjAgoCHGOfEsP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_1rufUAielmLnIMl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | the lights bother my eyes |
| <u>R_1rufUAielmLnIMl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_1rufUAielmLnIMl</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_1rufUAielmLnIMl | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_1rwZvFNLRfeGf4z | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Everything is working out great! Very nice atmosphere to work. Thank you. |
| R_1rxLHQsCqbDsZOf | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None. |
| R_1Zdzl961Awowgtb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | can be too hot/too cold depending upon HVAC status |
| R_1Zdzl961Awowgtb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |
| R_1Zdzl961Awowgtb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_1Zdzl961Awowgtb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_1zG6a2x8toCf4NX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Air conditioning turned off in office on weekends. |
| R_1zG6a2x8toCf4NX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_1zG6a2x8toCf4NX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_1zG6a2x8toCf4NX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Other |
| <u>R_1zG6a2x8toCf4NX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_214iEtaoagEi9Hg</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_21aGcOWTY33iGnM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_21c6W3ZayP8hlvy.</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_21c6W3ZayP8hlvy.</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_21d0KzhDjXRH7T1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | office furniture |
| <u>R_21d0KzhDjXRH7T1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | natural lights |
| <u>R_21d0KzhDjXRH7T1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | noise from kitchen |
| | | | | |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_21d0KzhDjXRH7T1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_21d0KzhDjXRH7T1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_21d0KzhDjXRH7T1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_21dFCNP4Ecwokjl | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_21G2YhmG3HbWuNJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_21nyGDXPlyT7M2x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature of office |
| R_21nyGDXPlyT7M2x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from contractors responsible for moving office equipment who don't know how to conduct themselves in a business environment. |
| R_21nyGDXPlyT7M2x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_21ufo7j5fxx7Bm4 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It is clear that the Agency puts a lot of effort to maintain the USPTO campus in great shape!!! |
| R_21uFZyXUxd2whyV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | think that there is a lot of dust in the air. perhaps more particle filtration needed. |

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| R_21uFZyXUxd2whyV | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Would like to see more kitchen cleanliness - attention to details such as light switches near sink and doorknobs. Would like to see more attention to bathroom cleanliness, particularly toilet seats. |
| R_21uFZyXUxd2whyV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_22FVdB9zkmyGG9D | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | When lighting fixtures were replaced with energy-efficient models recently in the stairwells of my building, I was not sure who to contact for adjustment of the motion sensitivity and delay before switching back to dim. However, after a couple of days, it seems that some adjustment had been made. Why aren't we told about these changes and who to contact via the USPTO Weekly? Thanks. |
| R_22FZMI0qlwT32He | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | A dimmer switch would help |
| R_22FZMI0qlwT32He | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Ventilation |
| R_22FZMI0qlwT32He | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_22FZMI0qlwT32He | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_22mGejvtqmJ7n32 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | too hot in summer, too cold in winter |
| R_22mGejvtqmJ7n32 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | noise from hallway as people congregate outside the conference rooms |

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|-----------------------------------|------------------------|----------------------------------|--|--|
| R_22mGejvtqmJ7n32 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_22mIRWeAo5p9P24 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Men hocking loogies as they enter they enter the men's restroom. It's disgusting! |
| R_22mIRWeAo5p9P24 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_22mIRWeAo5p9P24 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_22mIRWeAo5p9P24 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_22mIRWeAo5p9P24 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_22nQ9z7zG4eAGbR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | sink faucet sensor dont work well in the women's restroom (4th floor) |
| R_22nQ9z7zG4eAGbR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_22sl1Qa9gUM5Jhc | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_22VpMSp4LAb3KkB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_22WwKH8Fh62KVyN | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | THANK YOU! |
| R_22XhelasVknfbC | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Office temperature is too low. Temperature cannot be controlled by employee. |
| R_22XhelasVknfbC | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |
| R_22Yq2xQQBqZaScs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Extremely cold |
| R_22Yq2xQQBqZaScs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | No data |
| R_22Yq2xQQBqZaScs | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The level of air conditioning used in the summer is very wasteful. |
| R_22Yq2xQQBqZaScs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_22Yq2xQQBqZaScs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2318gslAYEqIbQI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_2318gslAYEqIbQI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_231CBw4oGeNRMfV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | fluorescent lights are terrible should be upgraded to LED lights, with dimming capabilities |
| R_231CBw4oGeNRMfV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Other; Ventilation |
| R_231CBw4oGeNRMfV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_231CBw4oGeNRMfV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_231CBw4oGeNRMfV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_231CBw4oGeNRMfV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_231FsnROsLjdo4h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common hallways |
| R_231FsnROsLjdo4h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_231FsnROsLjdo4h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_231FsnROsLjdo4h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_231FsnROsLjdo4h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_231FsnROsLjdo4h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_232JdPkj0zjv0Tx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_232JdPkj0zjv0Tx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_232JdPkj0zjv0Tx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Air conditioning is too cold |
| R_234eOyzE4PxprWt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_234eOyzE4PxprWt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_234eOyzE4PxprWt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

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| <u>R_238MettelQMeSca</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_23az88QxLTvKIN2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | animals we work with pissing on seats |
| <u>R_23az88QxLTvKIN2</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Only major complaint is the condition of the restrooms. And I do not fault the cleanup crew--they are fighting the good fight against the filthy cave dwellers that apparently work with us. The toilet seats are more often than not covered with urine, and sometimes even feces. Not to mention the walls. We must be hiring directly from the bushes of 3rd world countries here at the good ol' USPTO.\Please get rid of auto-flush or at least provide shower caps for our scrotal sacks. I'm really tired of having my balls blasted with filthy toilet waters every time my sphincter twitches. And for God's sake, PLEASE give us more than a trickle of water from the faucets. Since apparently you're not worried about conserving water when it comes to blasting our balls, then it doesn't seem like a problem to provide us with something better than the pathetic trickle when we're trying to wash our hands. Thanks! |
| <u>R_23az88QxLTvKIN2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_247QTvI2Lb85j6C</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_247QTvI2Lb85j6C</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_24cwktwwsPinsuj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | too crowded |
| <u>R_24cwktwwsPinsuj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | construction inside building |

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| <u>R_24cwktwwsPinsuj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_24cwktwwsPinsuj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_24cwktwwsPinsuj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_24eYAkNq3pRjrV8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Toilet seats need replacing on some floors, soap dispensers not working well, some rusted, need replacing |
| <u>R_24eYAkNq3pRjrV8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | when the sun moves off my side, the office becomes very cold..all year long. Weekend temps are extremely warm. It was 88 degrees in my office on Sunday. Came down to 80, but that is still pretty warm for working. |
| <u>R_24eYAkNq3pRjrV8</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The guard staff is reliable, but particularly on the weekend, often don't seem to notice who or if people are coming or going. During the week, the staff knows/recognizes the workers in the building, and I feel are more engaged with watching what is going on. |
| <u>R_24eYAkNq3pRjrV8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_24eYAkNq3pRjrV8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_24eYAkNq3pRjrV8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
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| R_24f62KI2fdIYkIb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_25HgymtgcU3syaV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_25R7FxLN9ISqKss | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | sunday toooo hot |
| R_25R7FxLN9ISqKss | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | the outdoor common areas are almost all smoking areas, so if you don't want to breath other peoples smoke, there's essentially no where to sit |
| R_25RU0w1rqhrGu3M | Department of Commerce | Department of Commerce | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.) |
| R_25RU0w1rqhrGu3M | Department of Commerce | Department of Commerce | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| R_25RU0w1rqhrGu3M | Department of Commerce | Department of Commerce | How satisfied are you with the air quality in your building? | Ventilation |
| R_25RU0w1rqhrGu3M | Department of Commerce | Department of Commerce | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_25SzbiFOyrDQju5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_25yH9TTKZDudz1B | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |

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| <u>R_25yH9TTKZDudz1B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_269elrEdPBYvrkQ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Building is way too cold esp. in the summer. when you walk into the cold office from hot 100 degree outside, it feels very uncomfortable and easily get sick. |
| <u>R_269elrEdPBYvrkQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_26kVme55vSf21Sd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | you have some broken and loose columns and bricks especially outside the parking garage walkway to the Madison entrance. Also, the dirs leading to and from the garages need to be oiled. |
| <u>R_26kVme55vSf21Sd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | i think there should be a monthly status check to make sure faucets are not leaking or toilets are not problematic. Often one has to wait until there is a problem before notifying the Facilities office. |
| <u>R_26kVme55vSf21Sd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | temperatures appear to be extreme depending on the climate, e.g., in the summer, it is extremely cold |
| <u>R_26kVme55vSf21Sd</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall, everything appears to be in good working condition. However, I would adjust the elevators so that more available especially during the morning rush 8-10:30; and when people are leaving for the day. Also, the elevator doors are slow to close once you enter the elevator, especially the MDW bldg. |
| <u>R_26kVme55vSf21Sd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| <u>R_26kVme55vSf21Sd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
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| R_26kVme55vSf21Sd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_273SdtOBXOjTEXY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Individual office is too cold |
| R_27CfLaTZsJKt15s | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_27CfLaTZsJKt15s | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_27cWflmnF3yET7H | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_27fLyCc46gUS9Ev | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |
| R_27fyyqAVnjHbBiY | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I like the place where I work. |
| R_27fyyqAVnjHbBiY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| R_27fyyqAVnjHbBiY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_27fyyqAVnjHbBiY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_27kDMSn4UTCXtIS | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor |
| R_27kDMSn4UTCXtIS | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_2711ekLgxx6lQcF | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I have an enclosed office that I share with a coworker. I'm not satisfied with the lack of vacuuming that is done in my office. I shouldn't have to make a phone call and put in a request to have my office vacuumed. The cleaning staff which always has a vacuum with them should vacuum offices on a regular basis. |
| R_2711ekLgxx6lQcF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Would be great if more often my office space is being vacuumed and clean furniture. |
| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |
| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |

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| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_27UoCvWjBJUJuoh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_27VwZHegxL853Xc | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_27VwZHegxL853Xc | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_27y4oZCZCqaOVIm | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Elevators in Remsen do not work as efficiently as the rest of campus. Specifically, doors do not immediately close when level or "door close" buttons are selected, as they do in the other buildings. Also the readout in each elevator is not timed correctly with the floor, it goes faster than the actual floor. This seems to only be an issue in Remsen. I usually get fed up with it once a year and write to facilities helpdesk, to which the issue has never been resolved nor have I received a response. If it is not possible to reprogram the elevators to operate how they operate in the rest of campus (even though they are exactly the same), then at least if I knew that I would stop trying to have it fixed. I believe I made this same comment in this survey last year as well. Nothing came of it. \I used to be on 8th floor, now on the 10th (top). It is annoying when you have to stop at each floor during busy times, but at least if we could manually close the doors rather than waiting the 5 second minimum (or whatever it may be), that would save time in the long run and add peace of mind. Thank you! |
| R_27y5Xqr2YmPiJwN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | automatic toilet flushing does not work properly. Flushes multiple times |
| R_27y5Xqr2YmPiJwN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | stale air |
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| R_27y5Xqr2YmPiJwN | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Most of the time the facility helpdesk rep are professional. One of my unfortunate calls went to a man who answered and was extremely rude. I would have reported him, but he would not give me his name. A couple of the ladies restroom on MDE 8th fl continuously flush which waste water. I reported those whenever they occur. However, it will minimize wasting water if the maintenance or cleaning crew daily/weekly check for leaks and constant flushing as part of their routines. |
| R_27y5Xqr2YmPiJwN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_27y5Xqr2YmPiJwN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_28CjYqDYew4v48w | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | It is so cold in the office on a regular basis that even under a heated blanket, I am so cold that I cannot work. |
| R_28CjYqDYew4v48w | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I know it's common to complain that it's too cold, but there is a noticeable difference between my office and the hallway- to the point that other people comment on it when they walk in. I have a heated blanket, but my hands are so cold after the first hour I spend in the office that it is physically painful to type. There is a thermostat in the space, and I have it set to the warmest setting, but I haven't noticed any difference between the two settings. |
| R_28CjYqDYew4v48w | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_28CjYqDYew4v48w | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_28CjYqDYew4v48w | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_28ND5gKYjNPBdvH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor |
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| R_28ND5gKYjNPBdvH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_28ND5gKYjNPBdvH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Do-gooders' reminders and artificial flowers that stink |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | In the winter the building is way too hot while huge windows are not insulated at all. |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Dusty |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The photocell flushing of the toilets must go. The cells are either over-sensitive (flushing 3-4 times in one visit) or not sensitive at all. Besides, due to women's anatomy, my genitalia routinely get sprinkled with the flushing water. This achieves no water savings while being disgusting and spreading infection. It would be great if someone removed the condescending reminder notes in the women's bathroom on the 1st floor of Remsen Building as well as the stinky and kitschy artificial flowers. This is not a nursery: people who can't be bothered to flush toilets should not be employed in the Federal Government. |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |

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| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_28TXiMZZpR0bS6m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_296e2nHwPYsVHE1 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Some toilet sensors are faulted causing unnecessary flushing frequently. That is waste of a lot of water. |
| R_296e2nHwPYsVHE1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_299YX0iwblrOcEI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_299YX0iwblrOcEI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_299YX0iwblrOcEI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_299YX0iwblrOcEI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_29n5fSlCs2DoxoI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | feels like a prison not greens |

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| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lighting is awful |
| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |
| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common stairwells; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics |
| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_29n5fSiCs2Doxol</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_2aEMNJDT4gYNaqU</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Not enough fresh air |
| <u>R_2aEMNJDT4gYNaqU</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Water bottle filling stations needed on each floor. And working fixtures in the bathrooms. Faucets (automatic) don't sense well and as such do not turn on well or stay on well. And what is wrong with the toilets Remson 4th floor Women's restroom? One is down for 2 months now. |

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| R_2aEMNJDT4gYNaqU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_2AFpCMeGdhhX7En | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lack of space |
| R_2AFpCMeGdhhX7En | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No window view |
| R_2AFpCMeGdhhX7En | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I hate sharing an office. I prefer to have the door open to communicate, for air and natural light when an outer office door is open. My office mate prefer to keep the door closed. |
| R_2AFpCMeGdhhX7En | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2AFpCMeGdhhX7En | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2AFpCMeGdhhX7En | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2alwqSAsicFTaMU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2alwqSAsicFTaMU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2alwqSAsicFTaMU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |

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| R_2ANe0N3k3NvAjuG | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2aqygM8U2tCJE1G | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Hallways |
| R_2aqygM8U2tCJE1G | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | drinking fountain chillers are all broken on floors 4 and 5 at least. 10th floor chillers still work I notice. |
| R_2aqygM8U2tCJE1G | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2atTUctUfYBX3zl | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2atTUctUfYBX3zl | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2aYGH54sXKDAHCx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_2AYmS8tXFaHNmC2 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | No complaint |
| R_2AYy7i9IMj6DyMW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noisy neighbors in the hall |

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| R_2AYy7i9IMj6DyMW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2AZOgZfy2F1AqW3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2b3FmhyAU53p538 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Some people in the office have started brushing their teeth in the pantry and spitting water from their mouth into the sink that people use to wash their lunch boxes. It would help to send an email of dos and donts to every employee so people adhere to better hygiene around the campus. Thank you. |
| R_2bka75c0RYohZ2F | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | no natural light but that is because i have an inside office space |
| R_2bka75c0RYohZ2F | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Only complaint is that the bathrooms smell pretty bad. They are cleaned often but who doesn't want cleaner bathrooms? Just that smell. |
| R_2bka75c0RYohZ2F | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor |
| R_2bKs16egZVxwvAW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2bKs16egZVxwvAW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_2bKs16egZVxwvAW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

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| <u>R_2BmoLasRShj9KfF</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am very happy with all aspects of my working environment and I would like to thank the cleaning employees and maintenance employees for doing excellent work! |
| <u>R_2Bs8NW7VtRqo0Ue</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am happy with my bldg. that I am working in. I hope that I have a window office since I have worked here for more than 20 years. Some new personnel just came in for a year and still have a window office. |
| <u>R_2ByemKRBIT36nSJ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Dust |
| <u>R_2ByemKRBIT36nSJ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | none |
| <u>R_2c0g4sOCu5U2PkK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms |
| <u>R_2c0g4sOCu5U2PkK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2c0g4sOCu5U2PkK</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in building's common areas; Lights are too bright in personal workspace |
| <u>R_2cAbceM6vYLJTKA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume too loud in conference rooms. |
| <u>R_2cAbceM6vYLJTKA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

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| <u>R_2cAbceM6vYLJTKA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_2cAbceM6vYLJTKA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | HVAC units too loud. Hard to hear people talk from across the room or while on WEBEX. |
| <u>R_2cAbceM6vYLJTKA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Sinks not working and soap has run out |
| <u>R_2cAbceM6vYLJTKA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Sounds from neighbors is too loud |
| <u>R_2cei8rDk4VI5hNB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2cei8rDk4VI5hNB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming); Other |
| <u>R_2cei8rDk4VI5hNB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2cei8rDk4VI5hNB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in building's common areas |
| <u>R_2cei8rDk4VI5hNB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
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| <u>R_2CerAvw5xZPTNRW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_2CerAvw5xZPTNRW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2CerAvw5xZPTNRW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_2cni2pljmEAsCHL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | my office is either hot or cold, unbalanced compared to other areas of building |
| <u>R_2cni2pljmEAsCHL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2cni2pljmEAsCHL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2cni2pljmEAsCHL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_2COgP9DUwb6GODM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Heating and cooling |
| <u>R_2COgP9DUwb6GODM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | If its hot outside, its hot inside. If its cold outside its cold inside. |
| <u>R_2COgP9DUwb6GODM</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am very unsatisfied with the cooling/heating of my office. If the weather is cold outside my office is very cold and if its is hot outside my office is very hot. |

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| R_2COgP9DUwb6GODM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2COgP9DUwb6GODM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2COgP9DUwb6GODM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2COgP9DUwb6GODM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_2Crc0k6nkKCKfon | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | bricks are not stable, buiolding leaks into Concourse |
| R_2Crc0k6nkKCKfon | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | the toilets on 8th floor KNOX are constantly sprayed with urine. one man actually uses the women's toilet and pisses on their toilet seats.\the faucets are auto, but your hands have to be right up against the faucet and any deviation causes them to shut off. Suggest some kind of turn on and delay be installed. |
| R_2Crc0k6nkKCKfon | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2CUiBQzeBz6sNXn | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Would really like more vacuuming of offices. |
| R_2CUiBQzeBz6sNXn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |

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| <u>R_2CVMhLnDnK8dD1n</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Ventilation |
| <u>R_2CVMhLnDnK8dD1n</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2CVMhLnDnK8dD1n</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2Cwg5nmi70MA0QQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_2Cwg5nmi70MA0QQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2Cwg5nmi70MA0QQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_2Cwg5nmi70MA0QQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2Cwg5nmi70MA0QQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| <u>R_2D7vJWtGKTFakux</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| <u>R_2D7vJWtGKTFakux</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|--|
| <u>R_2dgtnhXGFeRXYVG</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_2dL3CmIMsGp2KZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | heating of the room is limited |
| <u>R_2dL3CmIMsGp2KZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I hear the delivery trucks often |
| <u>R_2dL3CmIMsGp2KZI</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Please do something about the heat issues in the building/rooms. When its cold outside its cold in the office and when warm outside it cold in the office. |
| <u>R_2dL3CmIMsGp2KZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| <u>R_2dL3CmIMsGp2KZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_2dLwQ97EjYVfnKN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Very Cold in Office |
| <u>R_2dLwQ97EjYVfnKN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | My office as well as the 2nd floor of Knox is very cold. |
| <u>R_2dLwQ97EjYVfnKN</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There are many people on my floor (2nd Floor Knox) who feel that it is too cold but facilities management has not acted. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2dLwQ97EjYVfnKN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Dust |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2do28yE6H77BVbW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2DOgKCutwVVYpPP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes |
| R_2DOgKCutwVVYpPP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2DOgKCutwVVYpPP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_2dshXWBHVi9T74h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2dshXWBHVi9T74h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_2dshXWBHVi9T74h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2dsVtbNeDHTD7XI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | too dusty from air being blown from ceiling vent |
| R_2dsVtbNeDHTD7XI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | would like security to patrol the floors more often during hours that are not considered to be regular office hours |
| R_2dsVtbNeDHTD7XI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2dsVtbNeDHTD7XI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2dsVtbNeDHTD7XI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_2dsVtbNeDHTD7XI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lack of furniture |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_2dz1Wj5yiZTop05 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Lighting |
| R_2dz1Wj5yiZTop05 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Public areas are unreasonably cold during the winter. |
| R_2dz1Wj5yiZTop05 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Office lighting is pretty awful; I keep it off and use lamps. Many conference rooms are depressingly dim. |
| R_2dz1Wj5yiZTop05 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_2dz1Wj5yiZTop05 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2dz1Wj5yiZTop05 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_2DZYWDvkb3eaiga | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I think the front doors should be retrofitted to allow for people with brief cases to use the revolving doors or to add a foyer so that the cold/hot air from outside is better controlled. |
| R_2E00Fcjyj6eKCCM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2E00Fcjyj6eKCCM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | shared interior workspace is not healthy environment |
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Move designated smoking areas much further away from building entrances including the stairs and ramps to reduce toxins in the air and for health reasons. |
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in building's common areas; Lights are too bright in personal workspace |
| R_2e442nSeXJlI6tt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2e57J1qPJA3QrtO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | not enough common areas |
| R_2e57J1qPJA3QrtO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | extremely dry air |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_2e57J1qPJA3QrtO | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Please provide more common areas. |
| R_2e57J1qPJA3QrtO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2E5XH5lqKEDFdva | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |
| R_2E5XH5lqKEDFdva | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2E5XH5lqKEDFdva | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor |
| R_2E5XH5lqKEDFdva | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Other |
| R_2E5XH5lqKEDFdva | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2E5XH5lqKEDFdva | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2ea24N1DSwMUQrB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Other |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Other |
| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Other |
| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Other |
| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Other |
| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Other |
| <u>R_2ea24N1DSwMUQrB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_2EaAC8TQpYwp140</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Leaks in common areas, take a while to get them fixed |
| <u>R_2EaAC8TQpYwp140</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

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| R_2EaAC8TQpYwp140 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2EGC3KS8P8s4CMD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2eIP9TWz1ONCqaI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I would like to have a water bottle fill station available on my floor (the 10th floor). |
| R_2eVgHvU3oBOu1w8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2eVgHvU3oBOu1w8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_2eVgHvU3oBOu1w8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2fCKIgUzIBOJde2 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Many faucets do not operate properly |
| R_2fCKIgUzIBOJde2 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am generally happy with the facilities, but have noticed a recurring problem, especially in the last five years, that for some reason, the bathroom facilities have not been attended to such that often, supplies run out, such as soap in the dispensers, faucets do not work, and the trash is not emptied. On occasion, I have found bathrooms where only one of five faucets work. I have also found this in multiple buildings on campus. This is unacceptable for a facility that is basically, very well kept otherwise. |
| R_2fCKIgUzIBOJde2 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2fHZDGh4Zo8C3AR</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | In general, folks that maintain the space do a great job. However, office furniture left much to be desired. With long hours of work, it would be helpful to have motorized standing desks for everyone. |
| <u>R_2fHZDGh4Zo8C3AR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_2flrR2U0C7nTL45</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Restroom need a lot more ventilation for strong odors, particularly during summer time; Also restrooms need to get deeply clean more often to remove human waste stains from floors or walls. |
| <u>R_2flrR2U0C7nTL45</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Ventilation |
| <u>R_2fpNsXcRFEXzGhc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Design of space |
| <u>R_2fpNsXcRFEXzGhc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No other type of lighting besides fluorescent |
| <u>R_2fpNsXcRFEXzGhc</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The building design means I work in a windowless closet with another person. It's thoroughly depressing. |
| <u>R_2fpNsXcRFEXzGhc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_2fpNsXcRFEXzGhc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2fpNsXcRFEXzGhc | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2fpNsXcRFEXzGhc | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2fvo83fRZveA92Z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_2fvWq4oFkD8ipOL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_2gUeWS7hY5T27kt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | neutral |
| R_2gUeWS7hY5T27kt | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The building is maintained on the "cheaper is better" attitude. The maininence staff is too small for the facility and ongoing issues do not get resolved. Cleaning staff is outstanding. |
| R_2gUeWS7hY5T27kt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2gUeWS7hY5T27kt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Building is too cold |
| R_2nqIRs2gNNXNklh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Cool in morning and way too hot in afternoon/evening with sun coming through window. |
| R_2nqIRs2gNNXNklh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Not a fan of the fluorescent lights, also two lights for the whole office is always enough depending on time of day. |
| R_2nqIRs2gNNXNklh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I can hear every word the person in the office next door says. She can hear every word that is said when my phone is on speaker phone. This is unacceptable, especially when we are dealing with confidential information. It also can make it hard to focus if she is being extremely talkative or if one of us is on the phone for a long period of time. My guess is the wall is not insulated and/or sound passes easily through the air vent as we both have those in our office. |
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| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|---|
| <u>R_2nqIRs2gNNXNklh</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Sound insulation needs to be improved drastically. My neighbor should not be able to hear my phone conversations, and I should not be able to clearly hear every word she says. |
| <u>R_2nqIRs2gNNXNklh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| <u>R_2nqIRs2gNNXNklh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_2nqIRs2gNNXNklh</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2OGXkvteoCailSD</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None. |
| <u>R_2OHixjXUCzjVvGz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2OHixjXUCzjVvGz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2OHjtJJvmX04G0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Fruits get ripe super fast for some reason, and it is hard to keep plants alive |
| <u>R_2OHjtJJvmX04G0</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It's really cold in the office. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2OJxTKInFxfjx9M | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2OUsg6tw7Bkz3PK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2OUsg6tw7Bkz3PK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2P1iHsbkfAybUQI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Office floor need to be vacuumed more often... also desk/monitors need to be dusted |
| R_2P1iHsbkfAybUQI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Ventilation |
| R_2P1oLfOKWqSbvj6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_2P5A1foXV1pr17c | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cold in winter & summer |
| R_2P5A1foXV1pr17c | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No desk light |
| R_2P5A1foXV1pr17c | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | RE: Security by guards is fine but an extra badge-in to our hallway is a nuisance because it doesn't read the badges well half the time. |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_2P5A1foXV1pr17c | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_2P5A1foXV1pr17c | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2P5A1foXV1pr17c | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_2P5aLjmKZZsABhE | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | No specific problems or complaints |
| R_2PAmZHXw8JWGdvQ | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Very satisfied. |
| R_2PBDsKggnHrlEXu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | who cares? |
| R_2PBDsKggnHrlEXu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | its just a building |
| R_2PBDsKggnHrlEXu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | no windows, no people |
| R_2PBDsKggnHrlEXu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | its fine |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_2PBDsKggnHrlEXu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_2Pbs78gZpzZ1WPQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2Pbs78gZpzZ1WPQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_2Pbs78gZpzZ1WPQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| R_2Pbs78gZpzZ1WPQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Toilets constantly flushing while going; certain faucets not working with automatic sensor; certain soap pumps not working |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Air is constantly on and FREEZING |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights trigger migraines because they are fluorescent |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office is so cold that it makes it difficult to work. The air is constantly blowing, making it FREEZING and there is nothing I can do to control the temperature. The lights are so bright and fluorescent that they also trigger migraines. There should be an option for different lighting. I can also hear everything from the offices on either side of me and the many functions that are held in the atrium. It is a workplace and these events make it difficult to concentrate. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2pJlrTzMmjXOBaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_2pLvbFHjzw6IZTM | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The security personnel have no helpful information about any incidents that happen on the street in front of them (parking accidents, stolen bikes, keyed/scratched cars). The Randolph overhang drips rainwater right into the entrance of the revolving doors. I don't want to use them if I will get wet. |
| R_2pLvbFHjzw6IZTM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2pLvbFHjzw6IZTM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_2PoNmYOac6wFMQA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_2PoNmYOac6wFMQA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2PoNmYOac6wFMQA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_2PtejlqE6Utc6sZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2q4sfVjcDNcTmCM | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am very happy with this facility. However, after visiting the WIPO section at Geneva, I realized that we are lacking in creative design. The interior offices had glass partitions overlooking a stunning common area. I love my window office, but I feel the non-window offices are unhealthy in lacking sunlight and give a sense of claustrophobia. In relation to American buildings, I'm extremely satisfied and I love the outdoor common areas. |
| R_2qdURI80Qpoo5hL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2qdURI80Qpoo5hL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2qekiVoMagORixu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | interior directional signage needs repair |
| R_2qekiVoMagORixu | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Jefferson building, 10th floor directional signage needs repair. It has fallen down from the wall. It has been repaired at least once, but fell down again. Currently not attached to wall as of 6/21/17. |
| R_2qkiqSyDNv3dleR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | office too cold |
| R_2qkiqSyDNv3dleR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2qkiqSyDNv3dleR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_2qkiqSyDNv3dleR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2QlydXSL5VlomEU</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Too cold in summer, too hot in winter |
| <u>R_2QlydXSL5VlomEU</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2QnS3tRkmvTOX08</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Fluorescent lighting without windows makes me feel like I am in a fish tank or something. |
| <u>R_2QnS3tRkmvTOX08</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Thin walls. |
| <u>R_2QnS3tRkmvTOX08</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Lighting in common stairwells |
| <u>R_2QnS3tRkmvTOX08</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2QnS3tRkmvTOX08</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Other |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2QnS3tRkmvTOX08</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2QQCEv5UiEmRaRt</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Paper-thin walls |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The restrooms on the office floors are not the same as the restrooms on the first floor and concourse floors. At least on the 3rd floor, only 2 faucet fixtures work -- out of 5. One of the two that work leaks. The faucets on the concourse floor function better, they always work and they are more mechanical than those with the sensors (garbage). Please consider replacing. |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2QR7CfHaQw8dDRs</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2QRFBeqeEPMmXov</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2QRFBeqeEPMmXov</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2QS4AMEZOmYNW6B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | My office is cold but meets lease requirements |
| <u>R_2QS4AMEZOmYNW6B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | I wish I had a window |
| <u>R_2QS4AMEZOmYNW6B</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | USPTO has a beautiful campus with great amenities. Despite the availability of hoteling, I prefer to come into the office because I like the campus and my office. The only thing I wish I had was a window. Otherwise, facilities are superior. |
| <u>R_2QS4AMEZOmYNW6B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature control and cleanliness of air ducts |
| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Unclean ducts causing lots of dust build up and coughing |
| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.) |
| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Other |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2QsQSNRsotpOt7A</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2qwPvytAeQxeRR</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Nothing special. Thanks, |
| <u>R_2QYRr1WurioQhC8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2R87UH3vLtRnGu6</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None |
| <u>R_2R87UH3vLtRnGu6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |
| <u>R_2R87UH3vLtRnGu6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| <u>R_2RagA0PouDjgLiO</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Definitely need more desk space and may be newer desks. |

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| R_2rCkQbUWnoQUpmG | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | lack of AC on weekends |
| R_2rCkQbUWnoQUpmG | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2rluWLO31MgrxYx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Style and quality of carpets is poor, window is blocked by building design, no common space upon entry of floor |
| R_2rluWLO31MgrxYx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | artificial lighting is poor quality, hallways are dark |
| R_2rluWLO31MgrxYx | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The interior design of our floor is poor. Compare it with the executive spaces that have wood and glass and nicer carpet. |
| R_2rluWLO31MgrxYx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2rluWLO31MgrxYx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2rluWLO31MgrxYx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2rP0E51J5N2xg6x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | local adjustment for temperature in my office is too limited |

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| R_2rP0E51J5N2xg6x | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Temperature is too cold in the office, year round. The local temperature adjustment doesn't appear to change the temperature that much. Also it would be great if lights can be adjustable in the office. |
| R_2rP0E51J5N2xg6x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2rUEE7puERH0Bba | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The floor need to be cleaned thoroughly |
| R_2rUEE7puERH0Bba | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I've worked in many buildings over my working career and this is by far the worst building. The bathrooms are disgusting, offices do not get vacuumed enough, the walls are paper thin, and there is a nat/moth problem. |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_2RUO1aJO9IBQR6f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | flying insects |
| R_2rut3UqVImTzaoZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lack of windows |
| R_2rut3UqVImTzaoZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | wish air ran on Sunday |
| R_2rut3UqVImTzaoZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_2rut3UqVImTzaoZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2rut3UqVImTzaoZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature is either too hot or too cold |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2ruWEVRx6Ccc5B4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_2rvzPW1UcnlaVmA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2rwNGwrCNEufXk8 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | my neighbor, who is a SPE, talks loudly in her office, with lots of visitors every day, extremely annoying. |
| R_2rwNGwrCNEufXk8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |

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| R_2rwNGwrCNEufXk8 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_2RX5pwFyFFtkCJy | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_2RX5pwFyFFtkCJy | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_2RX5pwFyFFtkCJy | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2RX5pwFyFFtkCJy | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2rZRWI1VN3MIOjY | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Vacuum the offices and hallways more often (once a month). Wash the men bathroom once every week. |
| R_2rZRWI1VN3MIOjY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2rZRWI1VN3MIOjY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_2rZRWI1VN3MIOjY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |

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| <u>R_2S0RzLGH12G1Dlu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint |
| <u>R_2S0RzLGH12G1Dlu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_2S0RzLGH12G1Dlu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming); Condition of paint |
| <u>R_2S0RzLGH12G1Dlu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2S0RzLGH12G1Dlu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_2S0RzLGH12G1Dlu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_2S0tr6EmzOJc8WT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2S0tr6EmzOJc8WT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_2S7fleXZ4A2EpRV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2S8rXPU2bD3J2QA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | I have no opinion of the air quality |

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| R_2S8rXPU2bD3J2QA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | If you could convince my neighbor to not sing off-key I would forever be your friend |
| R_2S8rXPU2bD3J2QA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2S8rXPU2bD3J2QA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_2SqO8qbNWNIGLQU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2SxJsUxU4JqTRaC | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2TAGpPKRNYDBG62 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Animals urinating and cigarette smoking on grounds. Homeless people too. |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | The temperature is always cold, and facilities nor LCOR will look into the matter. |

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| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security needs to stop talking, checking their personal cell phones, and work when they are here. Many are surfing the internet, talking about personal things, laughing, and checking their phones, listening to music, etc. I don't feel safe. Second, my office is constantly cold, and no one from the Office of Administrative Services / Facilities will even look at our floor's heating and A/C. Many on my hall are complaining about the cold temperatures. I would like to be able to sit in the grass or common areas outside, but there are dogs urinating in these areas from the surrounding residences, as well as an influx of homeless (many with mental illness) that make it uncomfortable to even walk outside anymore. I've been here 5 years, and the area has seriously deteriorated from when I started. |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Inadequate signage; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Ventilation |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| R_2tKjYbEP0lylhaA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_2tLSOG8x6CU11hD | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Parking should be free. |
| R_2tLSOG8x6CU11hD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
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| R_2tm0QP1b9moauhq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Is there a mirror missing in the 8th floor Ladies room? Some toilet seats are chipped or scratched and never look clean. |
| R_2tm0QP1b9moauhq | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Water pressure in sinks is way too low on upper floors; however, water flow in toilets is way too strong. Please flush for a shorter duration and let me use more water to wash my hands. Why are there hands-free sinks in bathrooms that don't have hands-free doors? Why is there no disabled-accessible automatic door opener in the bathrooms on the very floor where the civil rights office exists for the purpose to serve workers with disabilities? Why does my ceiling make a strange clicking, reeling noise in the evenings, like an old-fashioned film projector? Why does Knox 8th floor still have a sticky after-hours hallway light button after about 12 years? Why are the handicap door buttons always breaking? Why isn't there an automatic door opener button on the interior entrance to the child care center? Why is the door to the Health Unit so super heavy? Why is it so difficult for people with disabilities to get into the Carlisle and Elizabeth Townhouses? Why isn't there a sidewalk for pedestrians to enter and exit the parking garages from/to the outside street? Why is the parking attendant allowed to smoke at the parking garage entrance every day so that cigarette smoke goes into my car's air intake, poisoning me and my family? Why aren't double-parkers towed away, when they're clearly straddling two spots? |
| R_2tm0QP1b9moauhq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |
| R_2tm0QP1b9moauhq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2tm0QP1b9moauhq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_2tm0QP1b9moauhq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_2TMIaKmpFGTtQra | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |

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| R_2tr73NEeQh4u5Nx | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The bathrooms are a bit run down. Some of the plumbing leaks on a routine basis. The elevators are showing their age with noticeable deterioration in the finish of the horizontal bars. I worry about the birds in the atrium. Paint and carpeting was updated a couple of years ago, so things look very nice, as befits an agency of attorneys. Conference room space and working telework equipment in the conference rooms can be an issue. |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Water leaking at the entrance |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Require more frequent cleaning |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The restrooms need to be clean - the restrooms are being "clean" everyday, but they are not clean. |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

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| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2tu6EqAHVZCDCvY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2TviONORzX8wHND | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Satisfied |
| R_2TviONORzX8wHND | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_2TvlCJDKI6nFNUh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | No natural light |
| R_2TvlCJDKI6nFNUh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No natural light in office |
| R_2TvlCJDKI6nFNUh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My enclosed multi-person office has no natural light. It is an interior office, with no exterior windows. The external offices with windows usually have doors closed, obstructing natural light for others. Artificial lighting only causes increased eye strain and optical migraines, and contributes to seasonal affective disorder and decreased overall mental wellness. For these reasons, I look forward to hoteling, where I can have access to natural light regularly. Thank you. |
| R_2TvlCJDKI6nFNUh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas |
| R_2TWTikk2faLQKkB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
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| <u>R_2TWTIkk2faLQKkB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Dusty, allergens |
| <u>R_2U9RhStUBMnJTMR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The doors for some of the stalls will not stay closed unless adjacent stall doors are closed. |
| <u>R_2U9RhStUBMnJTMR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2U9RhStUBMnJTMR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2Ufl2leCZoh9OB5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2uPufE9O1wMwgKY</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | no seating areas and no tables in common space |
| <u>R_2uPufE9O1wMwgKY</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | toilets flush by themselves when people are still sitting on them |
| <u>R_2uPufE9O1wMwgKY</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature is all over the place, it's always either too cold or too hot during the same day |
| <u>R_2uPufE9O1wMwgKY</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | the thermostat in my office does nothing to change the temp |
| <u>R_2uPufE9O1wMwgKY</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | elevator dings are very loud and can be heard everywhere, doors are loud and creaky |

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| R_2uPufE9O1wMwgKY | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | it is impossible to get through to the right person. I call facilities and then they call the building maintenance, but when the issue is not resolved there is no way to contact the maintenance directly. I called multiple times to complain about the temperature in my office, it is extremely cold, I have to wear gloves and a scarf. they tell me that someone remote measured the temp and determined that it is 85F. I tell them that it the problem: in the morning it is 85F in the afternoon it is 65F, but nobody cares! After calling for multiple months about this issue I gave up, because there was no way to get through to the right people. |
| R_2uPufE9O1wMwgKY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_2uPufE9O1wMwgKY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_2uPufE9O1wMwgKY | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | replacment fixtures are "push" style that don't stay on long enough to properly wash hands |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | large number of empty offices on floor leads to vacant feel, while others on other floors and in other buildings share offices |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | building is too cold almost year round with occasional spikes to barely warm enough |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Intermittent bug issues in women's restroom |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |

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| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2usWiuzquU27I2j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_2uU92RRgMTto58HI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | (1) Bathroom soap dispensers are not filled often enough and remain empty for several days |
| R_2uVPbIVlgeR8tiP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor |
| R_2uVPbIVlgeR8tiP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2uVPbIVlgeR8tiP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_2uWLHdCK4jWYoja | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Condition of carpets |
| R_2uWLHdCK4jWYoja | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |

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| R_2uWLHdCK4jWYoja | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2v7avb5FAPRHKKO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | ventilation |
| R_2v7avb5FAPRHKKO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2v7avb5FAPRHKKO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2v7avb5FAPRHKKO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2v7avb5FAPRHKKO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2V9AisDwBd6fkA5 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The air conditioning seems to turn on full blast at 2pm even in winter in my room. There have been several days where I've logged the temperature of the room around 65 degrees, but feeling colder since the air conditioning vent is directed towards my desk. There seems to always be a malfunction with at least one toilet on the floor...either overflowing, constantly flushing, or not enough pressure to flush. And the faucets have the same problem, but with at least two barely working, and one not registering when a hand is underneath them. There is usually only one faucet working well. |
| R_2V9AisDwBd6fkA5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_2v9dUf9V5DpgDk0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | periodic noise from work crews |

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| <u>R_2v9dUf9V5DpgDk0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2v9dUf9V5DpgDk0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2V9m2vf6yaYMZmN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in hallway outside my workspace |
| <u>R_2V9m2vf6yaYMZmN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2V9m2vf6yaYMZmN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_2V9m2vf6yaYMZmN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_2VBJN52WBw8mVbo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2VBJN52WBw8mVbo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_2VBJN52WBw8mVbo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| <u>R_2vcOoqOMOXEXLg0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | I'm near a pantry. |
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| R_2vcOoqOMOXEXLg0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | My office neighbor to the right side of me says he can hear me on the phone. |
| R_2vcOoqOMOXEXLg0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2vcOoqOMOXEXLg0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_2vcOoqOMOXEXLg0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2vivm9O3rhVgSu7 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Restrooms are horrible. They smell and many fixtures do not work properly. The water temp is not adjustable and is far too hot. |
| R_2vivm9O3rhVgSu7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Construction in building's common areas |
| R_2vivm9O3rhVgSu7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_2vivm9O3rhVgSu7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_2vivm9O3rhVgSu7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
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| <u>R_2VvCtLZWIs0WNPA</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2VvHRLQFMArmYc</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_2vZZEhhaZpwTxVu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_2vZZEhhaZpwTxVu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_2wA0aXWGIBsMJtX</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | overall satisfaction is satisfied. There are times when it's too cold in the winter and too hot in the summer. |
| <u>R_2wA0aXWGIBsMJtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2wA0aXWGIBsMJtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2wA0aXWGIBsMJtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2wAmWB6gYb22hGY</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| <u>R_2WAVjLqtEQ9qHUG</u> | Department of Commerce | Department of Commerce | Q26. Please provide any additional comments concerning your overall satisfaction. | pleased with facility and security |
| <u>R_2waYmIIXSw1IKIN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | smokers smoking EVERYWHERE |
| <u>R_2waYmIIXSw1IKIN</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security needs to be more proactive in enforcing the non-smoking areas on the USPTO campus. Smokers just smoke wherever they want, and no one stops them. Smoking is illegal in Dulany Gardens, and yet there are smoking receptacles within the gardens, so smokers keep smoking there, and the guards don't stop them. I wish building management would make USPTO a Smoke-Free Campus. Non-smokers cannot enjoy the outdoor grounds because it is impossible to breathe. |
| <u>R_2waYmIIXSw1IKIN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_2waYmIIXSw1IKIN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_2waYmIIXSw1IKIN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_2WBcGuagniZEY8t</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The HVAC system is extremely loud and my office is freezing. I keep a heavy jacket in my office that I need to wear year round and usually go outside in order to warm up my fingers since they are cold to the touch. |
| <u>R_2WBcGuagniZEY8t</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2WBcGuagniZEY8t</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2WBcGuagniZEY8t | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Roaches in the bathroom and kitchen. |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Roaches |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Dust |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Natural light. |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Walls are paper thin. |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2wBQ5DOtmaL7YH6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
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| <u>R_2wBQ5DOtmaL7YH6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_2wBQ5DOtmaL7YH6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2wBQ5DOtmaL7YH6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2wBQ5DOtmaL7YH6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2wdAOdf51uPqk1z</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Offices get very hot during sunny summer afternoons, even with the blinds down. |
| <u>R_2wdAOdf51uPqk1z</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_2WGbPID2DvalYta</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Not enough natural light |
| <u>R_2WGbPID2DvalYta</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | No window or natural lighting - It's depressing. |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Many of us have problems with overhead lights especially the fluorescent ones. |

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| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Lighting: Many of my coworkers and I have had problems with the lighting and noise. It makes it hard to concentrate. There is no natural lighting in most of the offices and the overhead lights are the wrong color (not daylight) and flicker. When I had my own office I had to bring in my own lights. Since we now can't go outside or in the atrium without being consider AWOL it would be nice to provide shared work spaces with windows and laptop docking stations for a sunlight break. It would also make the USPTO friendlier. Or consider putting people who spend the most time at their desks in the windowed spaces. \Sound: For one year I had to share an office with a coworker that was a heavy typist. I had constant headaches from the noise (over 90 decibels) and bright lights. Rather than spending about \$60 to provide quiet keyboards, management requested I file an reasonable accommodations request and provide medical documentation to the chief of staff. I didn't bother because it's taken some of my coworkers up to 2 years to fight EEO complaints due to denials of similar low cost accommodations (lighting and sound). Also office should not be next to meeting rooms.\Elevators: Sometimes it's hard to hear which elevator has arrived in lobby. I might be difficult for vision impaired staff.\Stairs: Some emergency stair wells are past the guards desk and only exit to interior hallways. The exit gates on those stairs no extra security and prevent employees from taking the stairs for extra exercise. \Bathrooms are cleaned twice a day but employees are slob. Auto toilets sometime flush as wrong times. Facilities staff are very responsive to mechanical and cleanliness problems. |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_2WGoRsrKDKhatgP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
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| R_2wgV05ifTMo8c66 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My biggest issue is that working in an interior, closed office, I find the temperature cold, no matter the weather.\\I'd like having running cold water in the bathroom sinks for brushing my teeth. |
| R_2wgV05ifTMo8c66 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2whlbqtPI2iprfB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Winter basement is very, very cold |
| R_2wHLdvtng9D7WE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | i have no control over temp |
| R_2wHLdvtng9D7WE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | walls are too thin |
| R_2wHLdvtng9D7WE | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | water pressure is low |
| R_2wHLdvtng9D7WE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2WHmPzpMgDKAvQK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | sensors in sinks and toilets |
| R_2WHmPzpMgDKAvQK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Venting has a ticking in it |

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| R_2WHmPzpMgDKAvQK | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Lights and sound in the elevators should be checked and fixed more often |
| R_2WHn0KTzrjJrXTs | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Thank you. |
| R_2wsfYHAfRbCHDCn | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | floor offices Hall lighting is dark with many light bulbs which are either are turned off or bulbs never replaced which gives a dark dreary atmosphere and unkemp and unmaintained since light figures are never seen to be on. Lighting efficiency was supposed to be achieved by motion sensor controls, but hall the light fixtures in A corridor and B corridor near the each floor meeting rooms to either the side of the elevators have never worked for years. Is this cheating for electricity savings and maintenance by the facilities, or is it mandated by someone. |
| R_2wsfYHAfRbCHDCn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2WVDh48rzGgAMWI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | lighting in pantry not fixed in over a month |
| R_2WVDh48rzGgAMWI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Knowing who to call to report an issue that needs correcting, such as pantry lighting, and actually getting the issue corrected are two different things. I have reported outages, but they seem to rarely be corrected. |
| R_2WVDh48rzGgAMWI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_2WvwgEpStzgu1lq | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Toilet seats |

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| <u>R_2WvwgEpStzgu1lq</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2WvwgEpStzgu1lq</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace; Other |
| <u>R_2WvwgEpStzgu1lq</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2WYHisQIRoDuwqm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Office space is hot at night, corridors are very cold |
| <u>R_2WYHisQIRoDuwqm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2WYHisQIRoDuwqm</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_2XbWRRgg9HBL7MW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_2xPlo1prnIB1pAa</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | noise from traffic coming from service elevator |
| <u>R_2xPlo1prnIB1pAa</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I think if you are going to have two people sharing a single office...the furniture should be sized so that the office is not cramped when both people are working and they should not have to stare in each others faces, and have some measure of privacy. |
| <u>R_2xPlo1prnIB1pAa</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

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| R_2xPlo1prnIB1pAa | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2xY4VADV4wfW0Ns | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature, ventilation |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The bathrooms are terrible, there is no ventilation so they stink, the sensors for most of the urinals/toilets on my floor do not work, they either are too sensitive and go off prematurely or they don't work at all. There is no temperature control, the randomly placed "controls" are not effective and you often don't know what areas they affect or where the control associated with your room is located. The interior lighting in my (inside) office is terrible, the florescent lighting is insufficient, I have brought in my own lighting. I have a loud HVAC system above my office and constantly hear the noise, even though they have adjusted the "belt" on several occasions. The paper towel dispensers are not the right size, you often tear the paper towels trying to pry them out of the openings. The faucets and cabinetry are extremely old and out dated. AND WHY DON'T THEY HAVE WATER BOTTLE REFILLING STATIONS NEXT TO EVERY WATER FOUNTAIN. WHY IS THERE ONLY ONE ON EACH FLOOR????? The water from the water fountains doesn't taste right, I doubt any of the filters have been changed in years. Many of the appliances in the kitchen are either broken or dilapidated. I could go on, but this is taking too much of my time, and we are not being given any other time to complete this survey, which is another serious oversight. The work here is already hard enough, why can't you people at least make the working environment more hospitable, especially since there are many people here for long hours every day. |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |

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| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_2xzpXPINjshmC9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_2yfv7I4oUai4Zga | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_2yfv7I4oUai4Zga | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_2yfv7I4oUai4Zga | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | No AC on Sundays |
| R_2yfv7I4oUai4Zga | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No complaints |
| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Space too wide when you close the stall door. |
| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is always too cold, no matter what season. |
| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |

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| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics |
| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_2YgLf8h6E8Bq1Dj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_2yk3xAtancMEJgH | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Office / Building is fine except for many of the sink faucets in the 3rd Floor Men's Room not working. |
| R_2yk3xAtancMEJgH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_2yk3xAtancMEJgH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | On the 3rd Floor most of the sink faucets don't work. |
| R_2ykkVy78IINFACL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | dry air with particulates |
| R_2ykkVy78IINFACL | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Not enough water pressure in some of the bathroom sinks; kitchen faucet could use some cleaning to clear out the scale that makes the water flow unstable; air very dry in the winter |

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| R_2ykkVy78IINFaCL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2ykkVy78IINFaCL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2yltn0ynzHkrT32 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The Alexandria campus is a great place to work. The focus area of USPTO is finding a remedy to reserved conference rooms and work areas. There are a significant amount of conference rooms that are permanently reserved decreasing the amount of conference rooms that are actually available |
| R_2ymAZ1awpl8NrpF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2ymAZ1awpl8NrpF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_2yrsw6VTcZk1EYj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_2yrsw6VTcZk1EYj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_2YuoOdrk6uau5fS | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Would love a window |
| R_2YuoOdrk6uau5fS | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It would be great if we could control the temperature in our individual offices. Also, when there is a tie for a window office, I think the decision on who gets the office should be based on performance (production), not just picking out of a hat. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_2YuoOdrk6uau5fS | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_2YW08vidDrl0PwM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_2YY3l6SkXMqzRSr | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The kitchen in my floor, 6 south side Randolph, seems "over its prime" and the lightning is not right, looks dirty even so it is not really dirty. Has a couple of really dirty and dangerous looking toaster ovens and old coffee makers |
| R_2ZCQU51lveyVPhm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_2ZCQU51lveyVPhm | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_2zeCqoBnCd4376z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | It is extremely cold which can be very distracting when trying to work |
| R_2zeCqoBnCd4376z | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My main complaint is that my building (Madison East) is extremely cold to the point that I am uncomfortable in my office. It seems to be worse in the spring and summer months. I would be ok with this if I were able to have a space heater but I have been told that I cannot. I have tried everything from bringing extra socks and sweaters to buying an electric blanket. I have also heard many of my colleagues complain that it is very cold. The temperature is distracting when trying to work. The other comment I have is the fluorescent lighting in my office is very bright and bothers my eyes but I generally leave the overhead light off and rely on lamps that I have brought in myself. Otherwise, the cleanliness of the building is great and the security staff is amazing. Thank you for your time. |
| R_2zeCqoBnCd4376z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_2zeCqoBnCd4376z</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Other |
| <u>R_2zeCqoBnCd4376z</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_2ZEnwhUUodhUTXH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_2ZJO9Z45JeMd4RM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_2ZPm4x3UW06eGz3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | dry |
| <u>R_2ZPm4x3UW06eGz3</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I think the security staff is great here. I really like the new water-bottle fountains. The grounds are impeccably clean. I have seen a couple cockroaches inside the building -- which is a drag. My eyes get irritated sometimes with the florescent light. The property, office, staff contribute to my job satisfaction -- so thank you. |
| <u>R_2ZPm4x3UW06eGz3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_2ZPm4x3UW06eGz3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_2ZQdA2HaC9MMatg</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The Cleaning crew is not always thorough, some days they do recycling some not. Some days they vacuum some days they don't. If I stay late I can tell them to do it and they will. Some of the bathrooms stall doors are not closing properly/locking properly. Sometimes the bathroom sinks (automatic water on/off) do not work. Sometimes the soap is empty. I have a very nice building environment but it isn't perfect. The new water filtering/refill your water bottle systems are great and everyone I know loves them. |
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| R_2ZZCQm3osSbsvm0 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The men's room on the 5th floor of the East Madison Building has faucets toilets that are often not functioning for weeks at a time. It can't take that long to get parts. Also, why is this men's room often warm when the AC is on? Lastly, the restrooms should be pulling air into them, or more than they do, so it doesn't infiltrate beyond them ... for obvious reasons. |
| R_3002b7gHrdIE87I | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | water faucet flow trickles only |
| R_3002b7gHrdIE87I | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Cleaner restrooms and higher water flow of faucets. |
| R_3002b7gHrdIE87I | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_307P83aByBNka4W | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3091AI7gwyolHoF | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office is always cold in winter and summer. Cleanliness is good, except the floor of the men's bathroom during the day is not pretty (could use an intermittent mopping, which I think they do at night). They just replaced the lights in the stairs, which is nice. Easy to access other buildings. Would be nice to have some more common spaces (with seating/tables). Overall, they do a great job. |
| R_3091AI7gwyolHoF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_30bE3oG31gVmjm3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_30bE3oG31gVmjm3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |

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| R_30bE3oG31gVmjm3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_30bE3oG31gVmjm3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_31ayB9PWkxnneqL | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Individual thermostats for each office would alleviate a lot of complaints. |
| R_31ayB9PWkxnneqL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | ventilation during weekends is non-existent; ventilation before 7:30am is horrible. |
| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Parking services customer care are not responsive to legitimate complaints. |
| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of paint |
| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

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| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_31hCCMs62ef2EGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_31iyFYivUJ3nt7n | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Elevator lobby indicator lights mounted too high to readily see without looking up and somewhat dim. Poor placement in design. Since stairwell is behind security desks/portals, they should be able to be accessed (not caged) as an alternative to elevator from lobby and concourse levels. |
| R_31KPcuGESbGgd9t | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Restroom flushes seem to have multiple problems, the main being- a lot of them overflush a little leading to some splatter on toilet seats |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Second hand smoke |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Would prefer natural lighting |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | 2nd hand smoke from intake vents infiltrate my office and this issue has not been completely resolved. It's a recurring issue and contractors will stop smoking and then start again after a complaint is raised. |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |

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| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Inadequate signage; Pest control management |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace; Lights are too bright in personal workspace |
| R_31L9DT61S8CO42N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_31LdPIMmj2mvNei | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_31mbcjgFAqUSrNv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_31pmC6aoAKf2oLe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |

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| R_31pmC6aoAKf2oLe | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_31QQ87Y9UUkjOXO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_31QQ87Y9UUkjOXO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The lack of natural light in the majority of offices and the inflexible work furniture makes my many hours at work unpleasant and uncomfortable. The lack of common work and/or meeting areas on each floor leads to disconnected and therefore less productive workers. |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | The complete lack of natural light all day and interior office fluorescent lighting is extremely unpleasant. The mandatory furniture is uncomfortable and suits very few body sizes, especially women. |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | It is over conditioned in the summer, too cold. |
| R_322ARHJRQfwbFU0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Kitchen pantry smells are vented into the offices, where they linger |

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| <u>R_322ARHJRQfvbFU0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | The complete lack of natural daylight, in a space where I spend 45+ hours per week is harmful and depressing. Flourescent lighting that cannot be adjusted is also terrible. |
| <u>R_322ARHJRQfvbFU0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | There seems to be absolutely NO sound dampening in the office spaces, I can hear full conversations from offices on all contiguous hallways and all normal casual hallway conversations. |
| <u>R_324sQD0CK5MUGJ8</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_32Jv6drhJzbalcS</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None |
| <u>R_32KZXti2LoQ9Rfd</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_32XTAf2ljPYPE2e</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_32XTAf2ljPYPE2e</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_337vaWBCcBIhR5B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| <u>R_338zAtuG2VFgAik</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Sometimes it's so cold in my office, I have to wash my hands in warm water. |

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| R_338zAtuG2VFgAik | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_338zAtuG2VFgAik | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_33amgGodlZ7xPyu | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The air conditioning does not come on until about 10:00 AM, so the office is warm and stuffy before that. Then in the afternoon, it can get really freezing and one has to wear a sweater. However, the temperature has been better in the office in the afternoon, for the last 3 days, i. e. not freezing. |
| R_33Efa2waBr4pxeA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Personal office is too cold |
| R_33Efa2waBr4pxeA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Don't know how to rate it |
| R_33Efa2waBr4pxeA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_33fKy394TqMSPs3 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The entire campus is clean, the personnel are professional and friendly and it is a pleasure to come to the office. Offices are not vacuumed enough, no evidence of dusting or polishing furniture, but the trash removal is great. Furniture is very dated and worn. New chairs are excellent! Meeting rooms could be alleviated by enabling monitor projections on the wall for in office meetings. |
| R_33fKy394TqMSPs3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_33l0BvOul5yzT4G | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| R_33l0BvOul5yzT4G | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_33l0BvOul5yzT4G | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3agH8MtAyRXNa0x | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Room need to be vacuumed more frequently. |
| R_3agH8MtAyRXNa0x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_3agH8MtAyRXNa0x | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3CBN5HHpJlqDYho | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor |
| R_3CBN5HHpJlqDYho | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_3CBN5HHpJlqDYho | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3CBN5HHpJlqDYho | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
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| R_3CCcgDvFIKZWw3f | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Washroom fixtures not working properly. Not all fixtures working at any time. Not replaced in time or delayed. Smell persist |
| R_3CCcgDvFIKZWw3f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor |
| R_3CCcgDvFIKZWw3f | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3CDeAnP0BBWxXDN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Strange structural noises from the interior of the walls/ceiling, sometimes sounding quite loud actually, as though a very large bird or other projectile is slamming into my window (I have a window office). |
| R_3CDeAnP0BBWxXDN | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall, I am satisfied. I had an item stolen from my office a while back, Office of Security/FPS could not offer any help. |
| R_3CDeAnP0BBWxXDN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3CDeAnP0BBWxXDN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3CUuilU6grGqQRB | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office is always freezing, summer and winter. I have two blankets I keep here and often use both. |
| R_3CUuilU6grGqQRB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| R_3DbTargQ0dM5ga4 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The parking facility should be fixed so that not all of the spots are compact. It seems only remote areas and higher level people with reserved spots aren't compact only. |
| R_3DbTargQ0dM5ga4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3DbTargQ0dM5ga4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3DbTargQ0dM5ga4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3dFaPdPlynGGfXU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | On the weekends, there is no ventilation. Building is hot and stuffy. On weekdays, building is generally cold. |
| R_3dFaPdPlynGGfXU | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Certain energy saving measures (e.g. lighting in stairwells; low flow, sensor faucets; turning off HVAC on weekends) sacrifice safety, and usefulness for building occupants. It is difficult to wash your hand with the amount of water the faucets provide. The timer lights in the stairwell leave them underlit/dark until several steps in. It feels unsafe, and I'm more likely to take the elevator for 1 or 2 flights. The lack of ventilation on the weekends is uncomfortable, and seems unsafe since the windows cannot be opened in the building. \ Also the brick pavers on the campus are often unlevel and unsafe. I've had a few falls, and know of others who have fallen from tripping due to the variations in paver height. |
| R_3dFaPdPlynGGfXU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3dFaPdPlynGGfXU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3dFaPdPlynGGfXU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

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| R_3dFaPdPlynGGfXU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | an adjacent office controls my office's temperature |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | We were supposed to get updated office furniture. We were told several times over the past years that new ergonomic office furniture will not be provided due to continuing budget issues. |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas |
| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

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| R_3DihU6cRwFgXdB9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_3e8q1FQ7jKejERX | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The cleaning crew does not always vacuum my office space appropriately. |
| R_3e8q1FQ7jKejERX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3EALbFoQgjhJpRV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Lack of Windows |
| R_3EALbFoQgjhJpRV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3efXqmYLA1DZfpC | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Bathroom are atrocious. Sink sensors don't work on many sinks, cleanliness is beyond gross (smell, messy, etc.) |
| R_3EHafoh5sVNOBZW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Spitting toilets |
| R_3EHafoh5sVNOBZW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| R_3EHafoh5sVNOBZW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
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| <u>R_3EHafoh5sVNOBZW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_3EhYP3RnxCe1ZGy.</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I think the electronic plumbing fixtures were a terrible idea. Probably half of the ones on my floor are not fully functional. I realize that the people in this building are animals so there's a lot to try and keep up with in the restrooms. - I think the offices should be vacuumed more often. |
| <u>R_3EhYP3RnxCe1ZGy.</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3ejZZFNloVgTSBr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | In the summer the AC is too high and in the winter the heat is too much |
| <u>R_3ejZZFNloVgTSBr</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall I am satisfied, just would like to add that rather than keeping the AC too high in the weekdays and turning it off on Sunday. It should be consistent and on all the time. Thank you. |
| <u>R_3ejZZFNloVgTSBr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3elWJgKzV0YAmIF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| <u>R_3elWJgKzV0YAmIF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3elWJgKzV0YAmIF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
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| R_3elWJgKzV0YAmIF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3elWJgKzV0YAmIF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3elWJgKzV0YAmIF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_3emAmEmLowaQ64m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Bad exhaust and no filtration of the air. Gives me really bad allergies |
| R_3emAmEmLowaQ64m | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Please filter the air. Vacuum the floors more often. |
| R_3emAmEmLowaQ64m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3emAmEmLowaQ64m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_3emAmEmLowaQ64m | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3esghwDstXeY2H1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |

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| <u>R_3esghwDstXeY2H1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_3esghwDstXeY2H1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Building is too cold |
| <u>R_3esghwDstXeY2H1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| <u>R_3esghwDstXeY2H1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| <u>R_3ESkVwl7npd9Ypp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_3ewf6FeSzzPSScH</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office is so cold I have to keep a jacket on at all times. |
| <u>R_3ewf6FeSzzPSScH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3ewf6FeSzzPSScH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3ewf6FeSzzPSScH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_3fC1LtEXfpagPwp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The person who cleans the restrooms is constantly watching vidoes on his phone the the elevator service room. |

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| R_3fC1LtEXfpagPwp | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Walls are paper thin, impossible to have a conversation in one office and not be heard in the next |
| R_3fC1LtEXfpagPwp | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Smoking should be prohibited within 25 feet of the building in all directions not just doors and HVAC. |
| R_3fC1LtEXfpagPwp | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3fC1LtEXfpagPwp | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3fcmB88H7Z901sd | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The water pressure of the faucets in the restroom's is the biggest source of dissatisfaction with the building. This was not always the case, but over the last few years the faucets either don't function due to sensor issues or the water pressure coming out is ineffective to properly wash hands. |
| R_3fcmB88H7Z901sd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3fcmB88H7Z901sd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_3fcmB88H7Z901sd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in building's common areas; Lights are too bright in personal workspace |
| R_3ffU4Q0Hn8GWSZ0 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Restrooms are showing their age: Faucets with little or no flow, partition doors that are hard to latch, flush sensors that need calibration, and occasional dark spots/holes on ceiling that have not been fixed even though they were reported. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3ffU4Q0Hn8GWSZ0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3fl9cM1cKBNRRey</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3fJA3IHgK1otWzP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | fluorescents, lack of window in office |
| <u>R_3fJA3IHgK1otWzP</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | GSA should buy the building. The desks are obsolete. |
| <u>R_3fJA3IHgK1otWzP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3foDUIq09K00b3Q</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Other |
| <u>R_3FRuHOxvNI4je52</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3FRuHOxvNI4je52</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_3fs0Q1JslyPeb6a</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor; Ventilation |
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| <u>R_3fSE2G2HEUxKRHT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_3fSE2G2HEUxKRHT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_3fSE2G2HEUxKRHT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3fSE2G2HEUxKRHT</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3fUKFiRZ2y7Lsup</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | fluorescent lights are too harsh in personal workspace |
| <u>R_3fUKFiRZ2y7Lsup</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Moderate temperatures so that it isn't necessary to wear a turtleneck and cardigan to work in the Summer when it's 90 degrees outside. More natural lighting would be an improvement. |
| <u>R_3fUKFiRZ2y7Lsup</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3fW8pfXVL99m8Rf</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_3G3uOVrpL4BHCM4</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Furniture could be better |

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| <u>R_3G3uOVrpL4BHCM4</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | in general somewhat satisfied. |
| <u>R_3GCb8myup5D6ONE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | hot,noise,doors slam |
| <u>R_3GCb8myup5D6ONE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3GCb8myup5D6ONE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_3GerO3UeDzaE844</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Other |
| <u>R_3HBPWZhK2vaDoOX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | The air being turned off on Sundays can be unbearable. |
| <u>R_3HBPWZhK2vaDoOX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3HBPWZhK2vaDoOX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_3hgrtxu0crGASfk</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Inadequate signage |

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| R_3hgrtxu0crGASfk | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3hgrtxu0crGASfk | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3hgrtxu0crGASfk | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Ventilation |
| R_3hgrtxu0crGASfk | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Ventilation |
| R_3hH3bVPqnuLZYFj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Hot in the morning, cold in the afternoon |
| R_3hH3bVPqnuLZYFj | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The USPTO facilities are beautiful and a welcoming, happy place to go to work. I have an office with a window and nice natural light. The common areas have wonderful natural light, and the indoor water fall is very calming. We have a convenient cafeteria onsite; and many places/options to meet with others in either private work spaces or in common areas with seating/tables. The USPTO facility is a great benefit/amenity. thank you! |
| R_3hH3bVPqnuLZYFj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3Hh6Ar9VMBMLTJO | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3HhOO5SaQAMT68N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | oversensitive automatic toilets |

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| <u>R_3HhOO5SaQAMT68N</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | loud intermittent flourcent light buzz/ringing |
| <u>R_3HhOO5SaQAMT68N</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3HhOO5SaQAMT68N</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | large door cracks on bathroom stalls inhibit one's privacy |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | small desks impacting actual leg space, particularly the with. We sit for extended times day in & day out so this is a huge issue. |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Too cold in summer, too cold in winter |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | small nats are always flying around |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Nise from exterior hallway. My door is bowed so a slight rack is at the top. I've asked to have it replaced with no responses from facilities mgmnt. |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Building is too cold |

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| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3HjCdKoYJE4ftA7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | common areas are generall good except for poblems with too much foot traffice near offices |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | at times the restrooms are not clean and somewhat over used |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Personal office is very good -- however, there is a noise problem -- the walls a paper thin and need sound insualation. In addition, there is a large amount of foot traffic outside my office door by many that do not have business on our floor |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Often times there is a problem controlling temperature |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | We also have noise in the hallways from excessive foot traffic from employees that do not have business on our floor |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security personnel is professional and polite, but we do have security problems. We often have individuals on our floor that use it as a thoroughfare but that do not have business in our division. We also have had repeated thefts reported on our floor. |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |

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| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Ventilation |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3HjDbJv1H9mfbf2</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_3HOoBtlJYI99x7I</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Not enough outdoor tables in dulany gardens. Table seats are wobbly. Rooftops are wasted - could and should be used for common area terrace with tables, etc. |
| <u>R_3HOoBtlJYI99x7I</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Office is two-person office with duplicate furniture but has less space due to load bearing column. Is cramped due to too much furniture for two employees. Should be single employee office. |
| <u>R_3HOoBtlJYI99x7I</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No windows |
| <u>R_3HOoBtlJYI99x7I</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Dulany gardens table area has many tables with wobbly seats. There could be more tables for peak lunch hour demand. The rooftop of this building and the other buildings are wasted, should be used for terraces with seating areas, etc for lunch breaks, working outdoors on nice days, etc. Buildings do not have "break rooms" - the kitchen areas do not count as there's no tables, and even if considered break rooms don't have windows. My office is setup for two persons but there is inadequate space due to a load bearing column, which makes it cramp for the amount of furniture for two people - all offices with load bearing columns should be for one person only as a result. |
| <u>R_3HOoBtlJYI99x7I</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor |
| <u>R_3HOoBtlJYI99x7I</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
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| R_3HowtcL7oaWt8g9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | 1) We need "modesty strips" (metal or rubber) along the edge of stall doors to cover the gaps in the toilet stalls. Some of the stalls have very wide gaps that it makes it unusable or awkward to use. 2)The stall door locks are also not sturdy such that they open up even with a slight bang in the next stall. 3)The toilet seats are getting old and stained and need to be replaced. 4)Also, even though I see that the building owner wants to conserve water usage, the electrically controlled sink faucets need to be set to deliver more water. Right now the water is just a trickle and hand washing is very unsatisfactory. 5)We also need to have the choice of cold water. Right now, the water is always hot water and this makes it uncomfortable to use during hot weather. 6)We also need improved ventilation in rest rooms. Sometimes they are very stinky and takes a very long time to get rid of the stink. 7)The automatic flushing units in men's urinals do not always work well. They need to be maintained well with regular tune ups. Or they should be changed to manual flushing. 8) Clear signs should be posted urging people of certain nationalities not to wash their hands and feet in the bathroom and mess up the floors. I have seen some people collecting water in their hands and pouring it down on their feet right in front of the sink. This causes the water to pool on the floor and creates a hazardous situation for others. Signs should be posted to strictly forbid such practices. |
| R_3HowtcL7oaWt8g9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3HowtcL7oaWt8g9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_3HpEmCfvp5KtuRU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3HpEmCfvp5KtuRU | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_3HSQkKogtlnaBSJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |
| R_3HSQkKogtlnaBSJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

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| <u>R_3HSQkKogtlnaBSJ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_3HuC2PnihOslfdb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | My office is FREEZING |
| <u>R_3HuC2PnihOslfdb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Not a fan of flourescents |
| <u>R_3HuC2PnihOslfdb</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I contacted facilities to see if they could do anything about the fact that my office is freezing and I'm having to wrap myself in blankets, and I never received a reply. The meeting spaces are similarly freezing. |
| <u>R_3HuC2PnihOslfdb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3Hwv7M6bqbqXB2d</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My room is always too cold. I wish there's a thermostat I could adjust the temperature. |
| <u>R_3Hwv7M6bqbqXB2d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3Hwv7M6bqbqXB2d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_3Hwv7M6bqbqXB2d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3Hwv7M6bqbqXB2d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3Hwv7M6bqbqXB2d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_3I4WRF967NLaBz5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3I4WRF967NLaBz5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_3iJ3sJ8HWI9a15U</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Heating and cooling is inconsistent and uncomfortable |
| <u>R_3iJ3sJ8HWI9a15U</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inefficient fluorescent lights should be replaced with more efficient LED technology as soon as possible. |
| <u>R_3iJ3sJ8HWI9a15U</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | As nice as the groundskeepers keep the grass, the leafblowers are very distracting. |
| <u>R_3iJ3sJ8HWI9a15U</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3iJ3sJ8HWI9a15U</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_3iJ3sJ8HWI9a15U</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3iJ3sJ8HWI9a15U | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | The suite of offices I am in are way too cold and no way to warm up |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Am unable to use overhead lights due to angle they hit my eyes; have floor lamps but not enough light |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | People have set up a conference table in the hallway and are too loud - they have their own conference room and don't even use it. |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | In addition to an improperly set up, heavily utilized open conference area, there is someone who keeps their door open right at the end of the hall while in loud phone conversations and has their phone set to a loud clanking noise that is extremely disturbing. We can also hear everything in the "private" conference room they added next door. |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_3iJU6BvcdzrnFrE | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3iJU6BvcdzrnFrE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Too cold |
| <u>R_3im0FUtJ5xKtCld</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The bathroom on my floor are absolutely disgusting. Even after the cleaning crew goes through there appears to be mold between tiles. Sensor on toilets and wash basins are rock bottom quality. Toilet doors are not secure and swing open when you are using a stall. Toilets randomly flush. Toilet paper backs up on a regular basis. Just disgusting. |
| <u>R_3im0FUtJ5xKtCld</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3im0FUtJ5xKtCld</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_3im0FUtJ5xKtCld</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3im0FUtJ5xKtCld</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3imam24lbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature of the office is freezing |
| <u>R_3imam24lbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | I need to keep a blanket, socks, and sweatshirt in my office because it is so cold in the summer. |
| <u>R_3imam24lbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The temperature is truly awful. I may need to start bringing in gloves to work in my interior office. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3imam24IbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3imam24IbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3imam24IbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_3imam24IbABCEML</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_3iQONXhgnJbSh1J</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I only have two issues - our part of the building is always freezing, and it doesn't seem possible to change it. I know other parts of the building are hot. Also, something is strange about the soap dispensers in all of the women's restrooms. For the twelve years I've worked here, there are always some that just don't give out any soap. I know the custodial crew fills them because I see them doing it. They just don't work well. Otherwise, the buildings are very nice. |
| <u>R_3iQONXhgnJbSh1J</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3IXdJunnwzRkOEZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Smells travel from outside to in and from one part of the floor to another |
| <u>R_3IXdJunnwzRkOEZ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Floors in bathrooms need to be cleaned regularly!! |
| <u>R_3IXdJunnwzRkOEZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Construction in building's common areas |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3IXdJunnwzRkOEZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3IXdJunnwzRkOEZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3IXdJunnwzRkOEZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_3J4RYttZDaEavZI</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Restroom faucets are awful! Who was genius who picked them. IT is impossible to get hot water to was hands and they do not reach far enough into the sink resulting if water all over the counters all the time. The paper towel dispensers in restrooms and pantries are also AWFUL. Often difficult to remove any sheets and end up with too many when you finally can grab and get a hold of any. The quality of all the finish materials in the building looks cheap. |
| <u>R_3J4RYttZDaEavZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3J4RYttZDaEavZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3J4RYttZDaEavZI</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_3J7NOruQrucRoB6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Breathing is hard, maybe ventilation? |
| <u>R_3J7NOruQrucRoB6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3J7NOruQrucRoB6</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3JDIS3ZZu2VOzMd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_3JDIS3ZZu2VOzMd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The survey should consider questions about other departments involved in building maintenance. |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Other; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Other |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Other |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Other; Ventilation |
| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3JFu02Laj8Bsogt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Other |
| R_3JHDU5yLPkPTbot | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor |
| R_3JHDU5yLPkPTbot | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3JHDU5yLPkPTbot | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_3Jkgzq9AOVbyvR1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Sometimes there's a scent of lysol or some other strong chemical in the hallways |
| R_3Jkgzq9AOVbyvR1 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I really wish we could use the stairway to go between the first and second floors, as the elevators are just death traps. Plus, it would make for a healthier and 'greener' workforce. |
| R_3Jkgzq9AOVbyvR1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3JLcdppxLMGJ70L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | temp is same all year round at 74F. suggest make summer temp warmer. currently we can't ajust our office temp. |
| R_3JLcdppxLMGJ70L | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Our office floor is vacuumed only once a week, it needs to be done at least twice a week. The new water station (with bottle fill) has filter indicator, but not the old ones, would like to see them all with filter status. Outdoor smoking area is usually dirty. The water fountain needs to be cleaned (in dulany square). |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3JLcdppxLMGJ70L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3JLcdppxLMGJ70L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3JLcdppxLMGJ70L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_3JmwV4FhVqQEN7j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3JmwV4FhVqQEN7j | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3jZny1zAZFYn45n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | heating/air conditioning |
| R_3jZny1zAZFYn45n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics |
| R_3jZny1zAZFYn45n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3jZny1zAZFYn45n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3jZny1zAZFYn45n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_3jZny1zAZFYn45n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_3khrlCduZs2KUEu | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The temperature of the heater or AC sometimes is either too cold, or too hot. |
| R_3khrlCduZs2KUEu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3KpF4UXGhwiAQBI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The restrooms are consistently hot (is there no circulation?), dirty, and run-down. They are not cleaned properly and the toilet seats need to be upgraded (many are damaged and dirty looking). |
| R_3KpF4UXGhwiAQBI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3KpF4UXGhwiAQBI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3KpF4UXGhwiAQBI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3KpF4UXGhwiAQBI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3L0DIXyDNAPrURL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_3L0DIXyDNAPrURL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Ventilation |
| R_3L0DIXyDNAPrURL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Condition of paint |
| R_3L0DIXyDNAPrURL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3L0DIXyDNAPrURL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3L0DIXyDNAPrURL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_3L5800fbUie3v31 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor |
| R_3L6AWCyPYzy4iRI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3L6AWCyPYzy4iRI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3L6AWCyPYzy4iRI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3L6ggG0gLiChEWT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Rooms are always cold, even in the winter. Need better climate control sensors in offices |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3L6ggG0gLiChEWT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | offices are too cold, even in the summer. need to improve climate control in building and offices |
| R_3L6ggG0gLiChEWT | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | i understand work on the Madison catwalk can take some time but when it takes 3-4 weeks to install glass panels/carpet replacement/or general repairs, it is too long. For days or even a week, the catwalk is closed and NO ONE is working. Please improve speed when doing improvement in common areas |
| R_3L6ggG0gLiChEWT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_3L6ggG0gLiChEWT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3IAHYQLolTelTrA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | The drawers on the furniture do not lock therefore personal and work items are not secure. |
| R_3IAHYQLolTelTrA | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My only concern is the fact that the drawers have no locks so document and personal items are not secure. The drawers have lock however they do not work and the locksmith stated that they could not be fixed. |
| R_3IAHYQLolTelTrA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3IAHYQLolTelTrA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3IAHYQLolTelTrA | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
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| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_3LbIRhF6JyXoyMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | too cold |
| R_3LbIRhF6JyXoyMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3LbIRhF6JyXoyMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3LbIRhF6JyXoyMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3LbIRhF6JyXoyMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3LiNBvQEU8vgIGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Regulation of temperature is terrible |
| R_3LiNBvQEU8vgIGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | I do not know how to assess air quality |
| R_3LiNBvQEU8vgIGh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The cleaning staff does not vacuum my office. There has been a spill on the carpet for weeks that was never cleaned up. It seems that the cleaning staff would have cleaned it up right away. Sometimes it seems that the cleaning staff does the bare minimum to clean up. All of the cleaning staff that I have come in contact with are very nice and pleasant people. And, I do not know who is necessarily responsible for cleaning the areas I spoke of. I just know that the areas are not being kept as clean as they could be. The temperature in this building in the warmer months of the year is ridiculously cold. It feels like a freezer in here all the time. I like the inclusion of the filtered water stations throughout the building! I like the fresh flowers placed outside the elevators on the lobby level of each building. The landscaping is beautiful in the spring and summer months! |
| R_3LiNBvQEU8vgIGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_3LiNBvQEU8vglGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| R_3LiNBvQEU8vglGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3LiNBvQEU8vglGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_3LiNBvQEU8vglGh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The cleaning staff does not address an issue where a coworker is removing old food from the refrigerators during cleaning hours and then putting them back in the refrigerators. So there is old, rotting food in the fridges. I contacted cleaning staff and they said there is nothing they can do since the person takes the food out during cleaning hours. It's a safety hazard. |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_3luxAxUEFMcfoE6 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3lVSFIBjIVJRDOw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Room too cold for my bones |
| R_3lVSFIBjIVJRDOw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | room is too cold |
| R_3lVSFIBjIVJRDOw | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall, I am very satisfied except that the rooms are too cold in the summer and in the winter. It is like the cold air is coming done and penetrating my bones. Have requested adjusting the temperature but have not been successful. Hall ways and rooms are adequately cleaned. The cold room is may basic concern. |
| R_3lVSFIBjIVJRDOw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3lVSFIBjIVJRDOw | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3lXt1sFc1Ykwn3N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3LXukEYHnq4CwuJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | some restrooms have mold on the ceiling due to leaks, some toilets are clogged and out of order and some doors locks doesn't work |

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| R_3LXukEYHnq4CwuJ | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Restrooms need update and need to be fixed for leaks damaged locks and toilet seats and for mold on ceiling issues due to leaks. Illumination on personal spaces should be verified since the office lights are too bright. |
| R_3LXukEYHnq4CwuJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3LXukEYHnq4CwuJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_3LXukEYHnq4CwuJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3LXukEYHnq4CwuJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_3LYXlxQvw2XIV9B | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | AC is too cold. |
| R_3LYXlxQvw2XIV9B | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | I feel windy when fan blows. |
| R_3LYXlxQvw2XIV9B | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | No sunlight for inner offices |
| R_3LYXlxQvw2XIV9B | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I work in Remsen 2d20. The am temperatures are OK, but after 1-2pm the AC gets really cold. I have to wear layered clothing and I'm still too cold. Also I feel wind on my body when the fan turns on in the afternoon and evening. So then its even more cold. Please some money by raising the AC temperature in the afternoon and evening. |

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| <u>R_3LYXlxQvw2XIV9B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| <u>R_3LYXlxQvw2XIV9B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3LYXlxQvw2XIV9B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| <u>R_3m4SGV0tYt177M0</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Offices are not properly cleaned or vacuumed daily or at least twice a week. Also the garbage cans are not placed in its original place after removal of trash. In that case, we have to move the garbage cans in place. |
| <u>R_3m4SGV0tYt177M0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_3m4SGV0tYt177M0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_3m4SGV0tYt177M0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_3m4SGV0tYt177M0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3m4SGV0tYt177M0</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3m4SGV0tYt177M0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3M5QATxiuyd1wk4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_3M9AvaVh84We5CI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Ventilation |
| R_3M9AvaVh84We5CI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3M9AvaVh84We5CI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_3m9O9Km617itZ41 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Not enough circulation causes dust |
| R_3m9O9Km617itZ41 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3m9O9Km617itZ41 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3m9O9Km617itZ41 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3m9O9Km617itZ41 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |

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| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Brick sidewalks are dangerous |
| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_3maC5ae7XSnWyyW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3MEDc0fPsJWLpZ4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | There's no way to adjust the thermostat for my office. There are panels in every other office but they appear to do absolutely nothing. It is often freezing in my office and I am rarely cold. |
| R_3MEDc0fPsJWLpZ4 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I can hear every conversation from each of the 3 offices I share a wall with. It's distracting and unnecessary. |

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| <u>R_3MEDc0fPsJWLpZ4</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It's insane that we do not have temperature regulation of our offices. The panels do nothing. I can't believe someone built 5 buildings with such terrible noise isolation. You can hear everything from adjacent offices, phone calls, printers printing, doors opening & closing, sometimes even the sound of typing. It would have been so easy to install proper insulation when constructing the building but would be hugely expensive to retrofit and so we're all stuck with it. |
| <u>R_3MEDc0fPsJWLpZ4</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| <u>R_3MEDc0fPsJWLpZ4</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3MEDc0fPsJWLpZ4</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_3MF3JvT0MAVA03B</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | USPTO is a great place to work. Figure out restroom ventilation (lack there of). |
| <u>R_3MF3JvT0MAVA03B</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Ventilation |
| <u>R_3mgctzKonTkhU1W</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Construction noise |
| <u>R_3mgctzKonTkhU1W</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | To increase satisfaction, I think there should be a water bottle filling station on each floor. |
| <u>R_3mgctzKonTkhU1W</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |

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| R_3MsyRwTHJyg9mq0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_3MsyRwTHJyg9mq0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3nCpytuGJW3vCyI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_3nCpytuGJW3vCyI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Inadequate signage; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_3nCpytuGJW3vCyI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3nCpytuGJW3vCyI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_3nCpytuGJW3vCyI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_3nCpytuGJW3vCyI | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3nGwxsqeWbtcCFN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Lack of Environmental Controls; Layout and Furniture |
| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inability to control lighting. |
| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Office assignments and personal workspaces are important factors in attaining job satisfaction. At this point they appear too randomized with little opportunity for a requested change. Also, major changes take too long too be enacted. |
| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3NHVE286sXPdufj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_3NKvhLAM0j7sDsQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3NKvhLAM0j7sDsQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |

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| R_3NKvhLAM0j7sDsQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature, aesthetics |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights glare on computer monitors and reading surfaces |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Conference rooms and many offices are FREEZING all year and there is no way to adjust the temp. Thermostats in the rooms appear to be fixed. Fluorescent lights in all rooms create glare (this is different from a "brightness" issue) and the glare is headache inducing. At the very least, it would be nice to have thermostats that can be adjusted in the conference rooms. |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3nMETiEeteVhUHu | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3nOfIT9VUcaHvkz | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3noq3CtOtQJv0Ek | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |

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| <u>R_3noq3CtOtQJv0Ek</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3noq3CtOtQJv0Ek</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3noq3CtOtQJv0Ek</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_3noq3CtOtQJv0Ek</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_3nUyeQhQ58W6XNM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| <u>R_3nUyeQhQ58W6XNM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3nUyeQhQ58W6XNM</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Other |
| <u>R_3NV68VwxS6MSwmF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_3NV68VwxS6MSwmF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3NV68VwxS6MSwmF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

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| <u>R_3NV68VwxS6MSwmF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_3NV68VwxS6MSwmF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_3nw9HAyaNHPRbFb</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Our security guards are awesome. I'm a big fan.\The water pressure in our restroom sinks is abysmal. 4th floor women's room.\Vacuuming of my office is sloppy.\In our cafeteria in the Madison building, the tables all wobble- legs are uneven. Can lead to spills and messy conditions. |
| <u>R_3nwOJsSsalrnz88</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | The furnishings in the common areas need updating, and the walls in the common areas need repair, repainting, cleaning |
| <u>R_3nwOJsSsalrnz88</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_3nwOJsSsalrnz88</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| <u>R_3nwOJsSsalrnz88</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_3nwOJsSsalrnz88</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3nxvtGmpjop9MQW</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | The lights are motion sensed and the way my office is set up, it can't tell when I'm in here. So every so often I have to wave obnoxiously to get the lights to turn back on. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3nxvtGmpjop9MQW | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_3O7dw1wFROrgNcT | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am satisfied with my personal workspace because "I" keep it clean! I have to a times set up meetings in the very large conference rooms that are located on the first floor level of each of the Patent & Trademark Ofc.buildings. Where the tables and chairs are stored in these conference rooms, the room is "often" filled with trash & other discarded items which looks to me, that can create rodents.. Sometimes the users of these conference rooms would take part of the equipment, which is placed there for them & others to use when holding meetings there. For instance, the microphone is always missing & the conference room is always left in a mess.. The conference rooms in the upstairs of the various buildings sometimes have chairs removed from the conference rooms by various employees, then the conference room is "short" of seating because someone took the chairs! |
| R_3O7dw1wFROrgNcT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Ventilation |
| R_3oC813CJakIG51O | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from the catwalk next to the office that joins the two buildings |
| R_3oC813CJakIG51O | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor |
| R_3oC813CJakIG51O | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_3Od1GalwPG6Vf0V | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3Od1GalwPG6Vf0V | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |

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|-----------------------------------|------------------------|----------------------------------|---|--|
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | We have 24/7 access to the building and in the evenings and on Sundays there is no A/C in offices. In the hallways, yes. Why? Nobody works in the hallways. Obviously, the cooling plant is working, why can't I get a little bit in my office? We have thermostats, why can't the thermostat be activated if I am working in the evening or weekend? |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation is so messed up that the interior room pantry odors are pumped into my window office. Coffee in the morning, popcorn, burnt toast, fish during the day. At first I thought I was having a stroke, but now I know it is just really poor design/engineering. I am an engineer, by the way. |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | during the day I turn off the lights. Fluorescents are really annoying. |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I can hear people in adjacent offices and hallways, as well as the stupid leaf blowers outside. |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It's a nice enough office, but the carpet is ugly throughout the building. And I did actually talk to someone who has a thermometer on a personal clock and the temperature fluctuations during the day are ridiculous (70 isn't 75 isn't 80), much less evenings and weekends. People steal from the pantry, and it is idiotic that the refrigerators are emptied on Fridays by cleaning staff, as if pickles or salad dressing or frozen food can't last more than a week. If it isn't moldy, leave it be. |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3oFbdHymNEN5On3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3oL8RACy9CxuhX0 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3oNgH9jUDSxTI0l | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am extremely satisfied with my building, and work environment. The only things that could be improved upon are the thickness of the walls or improved sound proofing in the walls, to dampen noise from other offices. Additionally, it would be nice to have more natural light, and windows. |
| R_3p2U3FypecMTtxh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Bathroom plumbing needs work. |
| R_3p4ExUJjmtC2kmo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Usually too cold, but evenings and weekends are too hot sometimes |
| R_3p4ExUJjmtC2kmo | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Everything is wonderful inside and outside, with the exception of the noise from other offices (and occasionally the temperature). |
| R_3p4ExUJjmtC2kmo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_3p4ExUJjmtC2kmo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Pest control management |
| R_3p4ExUJjmtC2kmo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_3p4ExUJjmtC2kmo | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3p4lEnnv98UPoDQ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There are problems with the soap dispensers and automatic sinks in numerous restrooms. I don't understand why they cannot be fixed. |
| <u>R_3p4lEnnv98UPoDQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_3p4lEnnv98UPoDQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3p4lEnnv98UPoDQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_3p4lEnnv98UPoDQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_3p8PFi2JIWADTJ9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_3p8PFi2JIWADTJ9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_3p8PFi2JIWADTJ9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3p8PFi2JIWADTJ9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3p8PFi2JIWADTJ9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_3p8PFi2JIWADTJ9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_3p8PFi2JIWADTJ9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature |
| R_3p9yK1tENuudfFF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Poor design results in improper drainage of rainwater at main entrance requiring wading through standing water during after any moderate rainfall |
| R_3p9yK1tENuudfFF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Restricted ability to arrange workspace because of the limited number of electrical outlets; Poor airflow leading to unpredictable heat or cold; pillars in offices that restrict furniture arrangements. |
| R_3p9yK1tENuudfFF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Daily variation. I'd surmise the HVAC is either turned off or set back dramatically in evenings and on weekends, so that early mornings (particularly Mondays) the temperature is not at its set point. |
| R_3p9yK1tENuudfFF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | I do not know whether the intakes for the building are at a non-ideal location or that the filtering system acts as a concentrator (perhaps ductwork is filthy) but although I suffer from allergies, I can often get temporary relief by leaving the building and spending a few minutes outdoors even on days of massive pollen. |
| R_3p9yK1tENuudfFF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | The inability to adjust the brightness. |
| R_3p9yK1tENuudfFF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3p9yK1tENuudfFF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways |
| <u>R_3p9yK1tENuudfFF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3p9yK1tENuudfFF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3p9yK1tENuudfFF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_3p9yK1tENuudfFF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_3paOkSP3Q2KzxVH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| <u>R_3Pcy2FEzINqwIAF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | leak over entrance of RND building |
| <u>R_3Pcy2FEzINqwIAF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | faucets are terrible; not enough pressure to even rinse the soap off your hands, and some barely even work at all |
| <u>R_3Pcy2FEzINqwIAF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | no window |

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| R_3Pcy2FEzINqwIAF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | HVAC sucked in some weird smell from outside and nobody on staff had a clue why or what to do |
| R_3Pcy2FEzINqwIAF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | might as well be in a cubicle, constant noise from the hallway (doors opening/closing), room shakes at the slightest disturbance, constant HVAC rumbling |
| R_3Pcy2FEzINqwIAF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_3Pcy2FEzINqwIAF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Inadequate signage; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_3Pcy2FEzINqwIAF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3Pcy2FEzINqwIAF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3peVuNikWWRAPv9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Airconditioning |
| R_3peVuNikWWRAPv9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am happy & satisfied, but air-conditioning not adjusted properly and cleaning not done in time. |
| R_3peVuNikWWRAPv9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |

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| <u>R_3pf4hc8NVFTtpEj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_3pf4hc8NVFTtpEj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3pf4hc8NVFTtpEj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3pf4hc8NVFTtpEj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_3Ph3dVT3DBx1WcS</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| <u>R_3Ph3dVT3DBx1WcS</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| <u>R_3Ph3dVT3DBx1WcS</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3Ph3dVT3DBx1WcS</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_3PHoL8CT2Kuw2XQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3PHoL8CT2Kuw2XQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas; Inadequate signage; Lighting in common hallways; Lighting in common stairwells; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Other |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3Pk4HCPLj3L3U7X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | inadequate ventilation in pantry |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Ventilation |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_3POhgkUlhggThxV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3PSvhlYsmlUbYWu | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I love having high ceilings and large windows now that I'm in an exterior office. However the light quality of the interior offices/rooms could be improved. |
| R_3pte0kzmYT2s1P9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | *Plumbing issues are frequent, with toilets routinely becoming clogged on a nearly daily basis. LCOR (landlord) personnel take care of the problem when they stop by to clean, but the problem shouldn't happen so often in the first place. Plumbing issues have occasionally led to overflows into the hallways. *Ventilation in the Knox 10th floor restroom is extremely poor, and there is no air freshener in place, even though some other floors (particularly 1st and concourse) get air fresheners. *Vacuuming in individual offices is infrequent. |

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| R_3pte0kzmYT2s1P9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3pte0kzmYT2s1P9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3PZwKaVS7CICpgN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3PZwKaVS7CICpgN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_3qBulUtjuaJC0CT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | a bit dusty from vents but OK |
| R_3qBulUtjuaJC0CT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_3qEUuAum3WdxrTZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| R_3qEUuAum3WdxrTZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| R_3qEUuAum3WdxrTZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3qEUuAum3WdxrTZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_3qEUuAum3WdxrTZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_3qEUuAum3WdxrTZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_3qEUuAum3WdxrTZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_3qEUuAum3WdxrTZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Humidity Issues too |
| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Fan in Personal Workspace Air handler rattles |
| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Air Handler Fan Rattles |
| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_3QQ59iEsrecTFMo</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| <u>R_3qQcaVRJWRjFaqQ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_3qQigCffNXpEOOu</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_3qrGguzPp6ExL8D</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_3qrGguzPp6ExL8D</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Construction in building's common areas |
| <u>R_3qrGguzPp6ExL8D</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_3qrGguzPp6ExL8D</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_3QSHUTy68FKg6DC</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Hi. I am very happy with my office space. We have just noticed, that my organization (OCIO) does not assign window offices by grade and time-in-grade. There are lower-ranking employees in window offices and higher-ranking employees are told that they cannot move. |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3qsuzEStO2viH8M | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | 2x4 fluorescents should be split-switched for cheap high/low option |
| R_3qsuzEStO2viH8M | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Need insulation in walls. Every word of conversations get broadcast. |
| R_3qsuzEStO2viH8M | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security guards interpret rules differently or are given different guidance on some issues such as property passes, escort being required with visitor pass, etc. Work attitudes are good but information sources seem to vary. |
| R_3qsuzEStO2viH8M | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent; Building is too hot |
| R_3qsuzEStO2viH8M | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_3qsuzEStO2viH8M | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_3qvROxyiggQwGQs | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | my overall satisfaction is good. |
| R_3qvROxyiggQwGQs | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3qvslnWgF8jgvA | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | This might not have to do with the building, but I have been trying to get a lock fixed on a new file cabinet for at least six months. I will send it out again today. I believe it is the vendor who provided and set up the furniture since it is under warranty. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3QXal2qV6SxERnM | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | i dont know how i would judge air quality. it seems fine. |
| R_3QXal2qV6SxERnM | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I like the building I am in (Remsen). No real problems. As long as I know who to contact for a problem in the bathroom, pantry, or my office, etc. (I'd like to get a few "daylight" lights/bults to replace a few of my standard fluorescent bulbs in my office). I believe it is all the same phone number that is posted in the restroom (I only see the women's restroom). |
| R_3qZPykek2kfxzUK | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The Facilities Group has been quick to respond to requests/notification of issues. I wish the cleaning staff would do more to report issues. They're in the kitchens/bathrooms at least twice a day and should report issues they encounter (like toilets running/not flushing, faucets that aren't fully operational, faucets that are leaking, etc.). Meeting rooms are often booked by people that are no longer here. I can't believe more can't be done to purge meetings. |
| R_3qZPykek2kfxzUK | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3r2N0J35rsw86rL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Room is hot in summer and cold in winter. Noticeable difference between the office temperature and the hall temeperature |
| R_3r2N0J35rsw86rL | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_3rac1i4bbf8ufpn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_3rac1i4bbf8ufpn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_3RpuWgxIGFq37yQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_3RpuWgxIGFq37yQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| R_3RpuWgxIGFq37yQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Ventilation |
| R_3RpuWgxIGFq37yQ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_3s5pwM5hULUuEe7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | only 1 outlet |
| R_3s5pwM5hULUuEe7 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There should be showers (at least on one floor) so employees can go for runs. And, no, I do not want to spend extra \$ to join gym just so I can have access to shower. |
| R_3s5pwM5hULUuEe7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_3s5pwM5hULUuEe7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| R_3s5pwM5hULUuEe7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_3syx3ibqzNnqO9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | noise from atrium |

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| <u>R_3syxx3ibqzNnqO9</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The addition of the water bottle filling station was great. Bathrooms could use some work--they are showing their age (rust etc.) |
| <u>R_4HIrIOWFmOwuWAB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Parking - There is inadequate parking for the handicapped - Approximately 70 -80% of the time, I am unable to find any handicapped spaces. This is problematic since the garage has made the vast majority of the spaces for "compact cars" - and most of the parked cars are SUVs - which leaves very little room to navigate with crutches/cane, etc. if you are handicapped. Also, the handicapped spaces are on each of the floors - when there is a power outage or the elevators are not working, it is very difficult for someone who is handicapped to get to the upper floors (like floors 3-7) - shouldn't the handicapped parking spaces be on the levels that have direct access to the building with no or little need for stairs? |
| <u>R_4HIrIOWFmOwuWAB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | The soap dispensers are frequently empty - when they are low, they dispense black particles in the soap. There is inadequate ventilation in the rest rooms - they ususally have an unpleasant odor by mid-morning which lasts all day. The air quality is worse when the weather is warm. |
| <u>R_4HIrIOWFmOwuWAB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Too hot to put overhead lights on during summer because of sun; Too hot when working on weekends; |
| <u>R_4HIrIOWFmOwuWAB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | For the women's bathrooms - ventilation and odor are problems |
| <u>R_4HIrIOWFmOwuWAB</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The only comments I have relate to the ventilation in the women's restrooms - which is not just limited to one floor. The ventilation is inadequate and the restroom has an unpleasant odor by midmorning that lasts throughout the day. It is much worse in warm weather. The second are for concern is the availability of handicapped parking spaces - there are not enough. About 70-80% of the time, there are no spaces available. Another question - why are the handicapped spaces put on each floor of the garage - if you have to park on the 7th floor and there is an emergency/power outage or the elevators aren't working, how is a disabled person expected to go up 7 flights of stairs? I would think it would be a better practice for the handicapped parking spaces to be located on or near ground level. |
| <u>R_4HIrIOWFmOwuWAB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking) |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_4HlrlOwFmOwuWAB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_4Jcp1RCvmQongZ3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Many sinks don't work, bathrooms don't smell clean (air freshening is needed) |
| R_4Jcp1RCvmQongZ3 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Bathrooms need improvement in cleanliness and workability. They are clean first thing in the morning, but due to the volume, they need air fresheners, urinal cakes or pads, and at least an additional cleaning. However, sometimes on Monday mornings they are dirty from the weekends. Air flow needs improvement in the bathrooms as well. |
| R_4Jcp1RCvmQongZ3 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_4SEgdxArQhW5oN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_4SEgdxArQhW5oN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_4ZxrywDTNchbwMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_4ZxrywDTNchbwMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_4ZxrywDTNchbwMV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |

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| R_50E9fbbYq7ASS9r | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | LCOR cuts every corner possible including the cleaning they are obligated to perform.\The common areas are disgustingly dirty.\Many of the lights are turned off or burned out.\The bathroom faucets provide barely a dribble of water. |
| R_50E9fbbYq7ASS9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| R_50E9fbbYq7ASS9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Construction in building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_50E9fbbYq7ASS9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_50E9fbbYq7ASS9r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_5chwPm9NlirZR61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Cold in winter, hot in summer |
| R_5chwPm9NlirZR61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_5chwPm9NlirZR61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_5chwPm9NlirZR61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_5hb2ZJarZaakIDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_5hb2ZJarZaakIDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_5hb2ZJarZaakIDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | bath room not clean |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | bath room |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | First of all I do not like the room given to me, I am more interested in upper floor at D side |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Pest control management |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |

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| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_5uJiUxpjuxtclUB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_6fWGz1nw8B23sPv | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None |
| R_6msHjbkQrWvYx57 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_6msHjbkQrWvYx57 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas; Lighting in common hallways; Lighting in common stairwells; Pest control management |
| R_6msHjbkQrWvYx57 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_6msHjbkQrWvYx57 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |
| R_6sMBnuFS1UVCINz | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in conference and meeting rooms. |

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| <u>R_6sMBnuFS1UVCINz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_6sMBnuFS1UVCINz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_6sMBnuFS1UVCINz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| <u>R_6sMBnuFS1UVCINz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_6zXV5Dcry2C8TPX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_6zXV5Dcry2C8TPX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_6zXV5Dcry2C8TPX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_7QVrRzeIN5IHxgp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Toilet seats look like someone has been standing on them, which could be true. Also, one of the soap dispensers does not work. |
| <u>R_7QVrRzeIN5IHxgp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature is very cold. Not sure WHO controls the temperature but it would be nice to get heat especially in the winter. COLD year round is not the best feeling. |
| <u>R_7QVrRzeIN5IHxgp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Corridor and office |

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| <u>R_7QVrRzeIN5IHxgp</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Other than the office being very cold at all times and the ladies restroom toilet seats looking as if someone scratched them up. I am satisfied with the building and cleanliness of both interior and exterior here at the USPTO. |
| <u>R_7QVrRzeIN5IHxgp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_7QVrRzeIN5IHxgp</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_7TLtvH3Xevp1Im1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Landscaping very fake and temporary |
| <u>R_7TLtvH3Xevp1Im1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Carpet has high VOCs |
| <u>R_7TLtvH3Xevp1Im1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Toilet sensors broken, faucets and soap dispensers busted |
| <u>R_7TLtvH3Xevp1Im1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Very high VOCs. Bothers my allergies |
| <u>R_7TLtvH3Xevp1Im1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Thermostat is in another room. No control of temperature |
| <u>R_7TLtvH3Xevp1Im1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Very high VOCs from cheap carpet |

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| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Office building is only about 15 years old but poorly maintained. Replacement carpet is really poor and has very high volatile organic compounds gassing from it even after a couple of years. Toilets overflow regularly. Sensors don't work. Most of the sinks are broken. The toilet seats are pitted and septic. |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_7TLtvH3Xevp1lm1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_80Nr4Q0JPoSi4hj | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | air can feel a bit stale at time, and it is hard to tell which elevator is opening when the elevator is arriving, because the lights are too high up and they are hard to see |
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| <u>R_80Nr4Q0JPoSi4hj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_80Nr4Q0JPoSi4hj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_83d8NYdkoTQ82BP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_83d8NYdkoTQ82BP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_83d8NYdkoTQ82BP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Terrible toilet paper, poor flow from unreliable sinks |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Too hot |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Other people. Good otherwise. |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security should provide more information (e.g. Names) when guests arrive. Not just "Someone's here to see you". |

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| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_8B3UUesUnoKx3fb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_8BOywfN5VEXdPep</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Instruct ones to keep restroom clean after use. |
| <u>R_8HPFRqkKREyONA5</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am very satisfied with my office. However the furniture (desk, credenza) is old and not ergonomic. |
| <u>R_8HPFRqkKREyONA5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_8lkC56VrJLImPn3</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My desk, along with a few others, sits in a high traffic hall way. Unfortunately, I am often mistaken for a receptionist |
| <u>R_8lkC56VrJLImPn3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_8pJgg1cqVbwuVLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_8pJgg1cqVbwuVLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_8pJgg1cqVbwuVLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_8pJgg1cqVbwuVLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_8pJgg1cqVbwuVLr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_8vQ4GqE3a2jo1BD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | lack of adequate common areas |
| R_8vQ4GqE3a2jo1BD | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I don't like the TV in the common areas only showing CNN. I'd like to see more diversity in terms of other channels. |
| R_8vQ4GqE3a2jo1BD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_8vQ4GqE3a2jo1BD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_8vQ4GqE3a2jo1BD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_9KWHVbglmrym76N | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Lisa Langrell and Vickie Brooks have been very helpful. There is lots of smart phone use at the security desk. The elevators should have air purifying fans in the ceiling. Keeping everyone happy is a hard job and for the most part you do it well. |
| R_9L9XDFh2pjdhrEd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_9L9XDFh2pjdhrEd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_9L9XDFh2pjdhrEd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_9QVb6m223cDtG3D | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | in winter time, air is not warm enough from vent. More like cool air blowing and makes for an uncomfortabale work experience |
| R_9QVb6m223cDtG3D | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | walls are very thin & noise travels easily |
| R_9QVb6m223cDtG3D | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_9QVb6m223cDtG3D | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_9QVb6m223cDtG3D | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|--|--|
| <u>R_9ThFX0xaboBOR8d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Would like more windows/natural light |
| <u>R_A4EuY0xPUmdlxrj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_A4EuY0xPUmdlxrj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_A4EuY0xPUmdlxrj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_A4EuY0xPUmdlxrj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_A4EuY0xPUmdlxrj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_a4ZK12Ti36KwAwx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| <u>R_a4ZK12Ti36KwAwx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas; Inadequate signage; Lighting in common hallways; Lighting in common stairwells; Pest control management; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_a4ZK12Ti36KwAwx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| | | | | |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_a4ZK12Ti36KwAwx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |
| R_a4ZK12Ti36KwAwx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_a4ZK12Ti36KwAwx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_a4ZK12Ti36KwAwx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_a4ZK12Ti36KwAwx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_a5xCMRQqRPAV9EB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_a5xlu0ul5wCstLX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Cold in Winter, Hot in Summer |
| R_a5xlu0ul5wCstLX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_a5xlu0ul5wCstLX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_A7pKdUVYJNQEPpb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | paper towel dispenser overfilled |
| | | | | |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|--|---|
| <u>R_A7pKdUVYJNQEPpb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | I can't adjust the temp of my office. |
| <u>R_A7pKdUVYJNQEPpb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_A7pKdUVYJNQEPpb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| <u>R_A7pKdUVYJNQEPpb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_AB5D7gpXWHEvOKZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_AB5D7gpXWHEvOKZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_AB5D7gpXWHEvOKZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_AB5D7gpXWHEvOKZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_ac52UTQnJlbV0hH</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_ac52UTQnJlbV0hH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_ac52UTQnJlbV0hH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_AcX4ksb5EW7h6NP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | 2nd hand smoke all around the building where you have to walk to get in |
| R_AcX4ksb5EW7h6NP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Poor cleaning habits have them using old mop water filled with pee on occasion that leaves the pee smell |
| R_AcX4ksb5EW7h6NP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Temperature is routinely too low so I have to use sweatshirt |
| R_AcX4ksb5EW7h6NP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | It's supposed to be like 70ish degrees and they'll say it is but it obviously is not |
| R_AcX4ksb5EW7h6NP | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Mainly the odors in the bathroom, gets especially bad when nearly nobody is using them on the weekends where odors just come up from the toilets themselves (the internet says this is gas coming from the pipes). And the pee smell that happens when they clean the bathroom floor with old mop water that is already filled with pee from another floor's bathroom. And finally the temperature, for at least 2x years now it is routinely colder than it is supposed to be by building code/agreement or whatever they have in place. The 2nd hand smoke being in areas where people have to walk to get out of the building isn't great. |
| R_AcX4ksb5EW7h6NP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|---|
| <u>R_AcX4ksb5EW7h6NP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Lighting in common stairwells |
| <u>R_AcX4ksb5EW7h6NP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_AcX4ksb5EW7h6NP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_AgthcytrHbYCEtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | In general it is too cold in summer; but one week it seemed extraordinarily cold. When I contacted facilities management, it took several weeks to fix the broken fuse. |
| <u>R_AgthcytrHbYCEtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Office overlooks the auditorium: when bands are playing it is too loud. It would be helpful to have advance warning of events where bands/speakers are used (maybe an email) and the length of time. If it is an hour, I can manage, but if it is several hours then I would plan to telework. The lack of information is troubling. |
| <u>R_AgthcytrHbYCEtX</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall, the office space is satisfactory. I feel secure, and appreciate the monthly security preparedness checks. One point of extreme dissatisfaction: to hang a whiteboard, GSA charges over \$100, which is more than the cost of the white board. In my previous office, it took about six months to hang it. In this office, we did it ourselves because that really is unacceptable. Also, the common areas are often dirty - more because of coworkers, and there aren't places to just decompress/hang out on days you can't go outside. |
| <u>R_AgthcytrHbYCEtX</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_Aj8XT9a5CTfs1BD</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The temperature of the buildings seems to be a bit on the cold side, year round. |
| <u>R_aUZNWvwW0Ro9bDr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | 3/5 Sinks work, no ventilation, and if here early, all smells will dump into my office because of the other office doors being closed |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_aUZNWvwW0Ro9bDr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Thermostat doesn't seem to do anything despite engineer's comments. |
| <u>R_aUZNWvwW0Ro9bDr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_aUZNWvwW0Ro9bDr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_aUZNWvwW0Ro9bDr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_aUZNWvwW0Ro9bDr</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_aXohe3wej5MNJFn</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Engine noise/ happens weekly in the hall way and in personal office |
| <u>R_aXohe3wej5MNJFn</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Condition of paint |
| <u>R_aXohe3wej5MNJFn</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_b9kgnlqEaAvTPKE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_b9kgnlqEaAvTPKE</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_bBcVBvZUjf6FmFj | Department of Commerce | National Technical Information Service | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming); Condition of paint |
| R_begbDdopIV7W9AR | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Door stoppers are falling off causing extremely loud banging noises when the door is closed from surrounding offices. Concerned with damage to hearing. |
| R_begbDdopIV7W9AR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_begbDdopIV7W9AR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_begbDdopIV7W9AR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_bjA3Ty6AV6XTzq1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_bjA3Ty6AV6XTzq1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_BRQ10jAFkTrAzYd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | my co-workers and I seem to be sick a lot since we moved to new offices |
| R_BXLG2NZ9mGtulup | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Unchanged filters, bad air quality, weird smells, insanely cold temperatures |
| R_BXLG2NZ9mGtulup | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | No one ever changes the filters |

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| <u>R_BXLG2NZ9mGtulup</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The air quality is terrible, many people get sick far more often at the office than working elsewhere. The temperatures are TOO COLD and no one ever fixes it, even after they are notified. Thermostats shouldn't be controlled by random employees. |
| <u>R_BXLG2NZ9mGtulup</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets; Condition of paint |
| <u>R_BXLG2NZ9mGtulup</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| <u>R_BXLG2NZ9mGtulup</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_BXLG2NZ9mGtulup</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_BXokB2kPsmJcZd7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_BXokB2kPsmJcZd7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of paint |
| <u>R_BXokB2kPsmJcZd7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| <u>R_BXokB2kPsmJcZd7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_BXokB2kPsmJcZd7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|---|
| <u>R_C9SCunplomXSYvv</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The water fountains have low pressure on the 5th floor of the Randolph building and further the vendor who runs the soda machines refills the machine too infrequently. |
| <u>R_C9SCunplomXSYvv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_C9SCunplomXSYvv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_CaIEFM6v2mUZ9T3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_CaIEFM6v2mUZ9T3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_cGDGV9mB90SS8A9</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The building is often too cold and we are told we cannot have heaters. I saw a cockroach in the bathroom. |
| <u>R_cGDGV9mB90SS8A9</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_Ckosx28UbYpCm1r</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature |
| <u>R_Ckosx28UbYpCm1r</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_Ckosx28UbYpCm1r</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_cN2D78iwds4VGuJ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| <u>R_cN2D78iwds4VGuJ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_cN2D78iwds4VGuJ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Soap Dispensers not working |
| <u>R_cSXyzuwYdZBm10d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Inability to keep doors locked & security by cleaning staff |
| <u>R_cSXyzuwYdZBm10d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms |
| <u>R_cSXyzuwYdZBm10d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| <u>R_cSXyzuwYdZBm10d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_cSXyzuwYdZBm10d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|--|
| <u>R_cSXyzuwYdZBm10d</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_ctJ8whHvUzdOWBj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_ctJ8whHvUzdOWBj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_ctJ8whHvUzdOWBj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_cUavVeDxumevpnP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | no windows |
| <u>R_cUavVeDxumevpnP</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I wish they would clean the bathrooms more often. I would like a window office but other then that I am satisfied with my workspace. |
| <u>R_cutNmW5w49EncyZ</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The cleaning staff generally does a good job at keeping the bathrooms clean but there are repeated issues with the infra-red sensors on the sinks and urinals where faucets either don't work or only provide a trickle of water for hand washing and a urinal flushes infrequently which means the urinal becomes a source of a pungent odor from the pool of un-flushed urine. Repairs are made, but the problem returns so it is either a design flaw with the infra-red sensors or some other issue. |
| <u>R_cUwhjqUv2DIZUZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_cvd5WMPfzKG0oMN</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | The building is very dusty. |

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| R_cvd5WMPfzKG0oMN | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There are multiple issues in the bathroom such as broken toilet seats and faucets. I have reported them to the facilities manager but they aren't corrected. |
| R_cvd5WMPfzKG0oMN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_cvd5WMPfzKG0oMN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_cvd5WMPfzKG0oMN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| R_cvd5WMPfzKG0oMN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_czLBepFFBrUKI2h | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It would be nice to see: more personal space (obviously hard to do), individual room thermostats, more whiteboards/smartboards, more chairs in personal offices, more places to sit and think, and ice machines. |
| R_czLBepFFBrUKI2h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | very poorly kept sidewalks that collect water in rain and snow and are slippery, uneven, and bricks trap heels |

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| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | water leaks |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | poor water flow in sinks, toilets flush spontaneously |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lighting and heating |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | mold |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Inadequate signage; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |

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| R_d0y05DGagZSTrod | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_d1oFtUms0kfTopH | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | When the outside is hot, I want my office room to be cool and when the outside is cold, I want my office room to be warm. In the restroom, not all the soap dispensers are filled with soap. Also, I think the quality of the paper towels in the restroom gone down from thick paper to thin paper. These days, the paper towel rip so easily when I try to pull it out because it is so thin. Please, do not fill the paper towel in the dispenser so tightly because the paper towel is keep ripping. Give a little room on the top section of the inside of the dispenser. That way the paper towel is little more easier to pull out and less ripping (which means less wasting). |
| R_d1oFtUms0kfTopH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_db49ydGT9h1Fv1L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | stall door not latch properly |
| R_db49ydGT9h1Fv1L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | sometimes too hot sometimes too cold but usually ok |
| R_db49ydGT9h1Fv1L | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | overall I'd be very satisfied if the ladies restroom problems on the 6th floor of Remsen would be fixed. some problems are over a year old |
| R_db49ydGT9h1Fv1L | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_DI8IRI5zHeQDQFb | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My desk doesn't have rubber covering sharp edges so I get cut by my desk a lot. I don't know who to contact to get this fixed. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_DI8IRI5zHeQDQFb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_dj5VlcTKaN8ouUF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| R_dj5VlcTKaN8ouUF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming); Condition of carpets |
| R_dm8WNx7IETTvUXf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_DMP9BDWBkfCjmaB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | flooring looks cheap especially around the elevators |
| R_DMP9BDWBkfCjmaB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | temperature control is really bad in the bathrooms |
| R_DMP9BDWBkfCjmaB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Early in the morning the AC is not on and it makes the bathrooms/elevators unbre |
| R_DMP9BDWBkfCjmaB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Construction in building's common areas |
| R_DMP9BDWBkfCjmaB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Ventilation |

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| <u>R_DMP9BDWBkfCjmaB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_DMP9BDWBkfCjmaB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold; Other |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Dog droppings on walkway, often from dogs of Westin hotel guests. |
| <u>R_DNKkd0Pf9ia2HDz</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Only "spot-vacuuming" is performed with an attachment - NO thorough cleaning. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_DNKkd0Pf9ia2HDz | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Many bathroom stall doors have a gap. |
| R_DNKkd0Pf9ia2HDz | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Building security personnel are generally very good. In one isolated case, a federal protective service officer was somewhat curt during a conversation about an investigation. However, this is an insufficient basis on which to judge the service overall. |
| R_DOcFFy3Ktud28ox | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall, it is still very satisfactory. The dissatisfaction was not always encountered but some of the times only. |
| R_DOcFFy3Ktud28ox | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_DOcFFy3Ktud28ox | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_DVnFPUb3rYDRLoZ | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Very clean and comfortable to work |
| R_eaHXEGXc5fRphh7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |
| R_eaHXEGXc5fRphh7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |

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| R_eaHXEGXc5fRphh7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes |
| R_eaHXEGXc5fRphh7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_eeAxlue5Hv4VkOd | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_eeAxlue5Hv4VkOd | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Parking spaces in the garage are too narrow for most cars and there are no clear paths to walk from one side (opposite elevators) to the elevators w/out rubbing up against cars and getting dirt all over your clothes. |
| R_eeoRyDIYVied4MF | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I wish we had the high flow faucets back in the restrooms. |
| R_ekYPQ6vvDHqkpRT | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I've noticed that periodically birds seemed to get trapped in the large atrium. This is distressing for the birds as well as the folks in the atrium. I wish there was a way to help them to get safely back, outside. |
| R_ekYPQ6vvDHqkpRT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_eORPE7yClaZEZ7r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | new carpet is ugly and repainting removed pleasing design elements |

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| R_eORPE7yClazEZ7r | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Many folks complain of offices being too cold, even in summer.\The bathroom faucets are in need of repair. Most have very low flow through them. |
| R_eXPSGfJApjwidQR | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My comments about the restrooms are not a reflection on the janitorial staff. The problem is that the toilets are low flow and sometimes don't flush and some woman that use the toilet seat covers do not remove them. |
| R_ezFmVJ6j1K6T6mZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_ezFmVJ6j1K6T6mZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_ezFmVJ6j1K6T6mZ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_NWGulSlzy7fiMW5 | Department of Commerce | Department of Commerce | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| R_NWGulSlzy7fiMW5 | Department of Commerce | Department of Commerce | How satisfied are you with the air quality in your building? | Ventilation |
| R_NWGulSlzy7fiMW5 | Department of Commerce | Department of Commerce | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_NWGulSlzy7fiMW5 | Department of Commerce | Department of Commerce | How satisfied are you with the noise levels in your workspace? | HVAC volume |

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| R_OcY2xUsCSJCNJRf | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I have a private office. As far as I know I am the only examiner who has a key to this office other than the master keys used by the office manger (used for lock-outs). I used to have a red dot on my strike plate so the cleaning crew would always lock my door. At some point it fell off. Several months ago someone began using my office when I was not here. The signs were: my office door was unlocked when I arrived at work & office lights were on. At first I thought perhaps I left my office door unlocked the last time I left the office. But then I began being more careful. It still kept happening. Finally on Wednesday, July 12 I came to work after being off for 10 days and found my office unlocked AGAIN and the lights on AGAIN; all 3 light bulbs in my floor lamp were burnt out and my docking station was in a different position than I had left it the last time I was in the office. I called and notified the Security Office and also I sent my supervisor, office manager and Technology Director an email about the incidents that have been ongoing. My Director reminded me about the red dots for the strike plates. That's when I looked and realized I no longer had the one I put on my strike plate when I moved into this office. So on Thursday, I got a red dot from my office manager and put it on my strike plate. My door was unlocked when I arrived at work on Wednesday, July 19. Does the cleaning crew know what the red dots are for? If it's not the cleaning crew who is leaving my office unlocked, I would like to know who is using my office when I'm not using it. No one should be using my office without my permission. This is an invasion of my privacy and is very disturbing. |
| R_OcY2xUsCSJCNJRf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_OcY2xUsCSJCNJRf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_OcY2xUsCSJCNJRf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_OlnEP4q3D8Tsfy9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_Om8jyXuLc23Pyc9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The public restrooms could be cleaned more frequently |
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| R_ONDiL2UHosySdl5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_OpUHFJZmXIIR37X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | sidewalk |
| R_OpUHFJZmXIIR37X | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | the sidewalks outside is not fit for women who have to wear heels everyday to work, when we walk on the brick sidewalk our heels of our shoe gets stuck every time, knocking our whole foot out of our shoes and losing our balance. Not Happy With The Brick Sidewalk!!! |
| R_OpUHFJZmXIIR37X | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_oZTZTwecMhYSP2p | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My top two issues with my building are: (1) inconsistent temperatures (extreme variation from office to office); and (2) plumbing issues and lack of ventilation in the restrooms. At least one toilet always seems to be clogged or not flushing properly, and none of the restrooms appear to be ventilated properly. |
| R_oZTZTwecMhYSP2p | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_oZTZTwecMhYSP2p | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |

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| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_p5xJlel42rFHijn | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| R_PlpIly6jLwQFuQ9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | High traffic area and no privacy when working with sensitive documents |
| R_PlpIly6jLwQFuQ9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | I'm out in the open so it is high traffic |
| R_PlpIly6jLwQFuQ9 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Due to the fact that I work with passports and other PII information, I feel that my work space could have a partition. It gets very noisy and there is a high volume of traffic that walks past my desk everyday. People are not considerate of the noise level when they are around my desk. I find it hard to concentrate and preform my regular duties. I also sit next to the main glass door and every time someone walks by it or go in or out of it, it makes a loud clicking sound. This also makes it hard to concentrate. There is other space in my area so I am not sure why I was placed were I am. I would rather work from home which we should be able to do because we don't have to interact with customers until we have a program. However our office is not allowed to have a scheduled telework day. I speak for the rest of our department when I say, things would be more pleasant and productive if we were able to telework or have better working conditions. |
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| R_PlpIly6jLwQFuQ9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_piPNOLfpi67SynT | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The elevators could be much more efficient. I am not sure what elevator software is being utilized, however, I do have a suggestion. Commonly, though there are eight elevators and only 10 floors, it takes a long time for an elevator to arrive at the 1st or concourse level (where majority of people get on/off). There should be at least one elevator available on 1st/C floors at all times. In other words, when elevators are idle, at least one should go to 1st floor, and at least one should go to the concourse/ground level. Thank you! |
| R_pn2tZUfA3EFCeFb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Very boring and droll atmosphere. Some color would help. |
| R_pn2tZUfA3EFCeFb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Office space is always too cold. Common areas are usually fine. |
| R_pn2tZUfA3EFCeFb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_pn2tZUfA3EFCeFb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_pn2tZUfA3EFCeFb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_pn6XkkuVZSEPLYB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | temperature |
| R_pn6XkkuVZSEPLYB | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | temperature in office is too cold. \the passive security i.e. door locks in common areas need repair. |

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| <u>R_pn6XkkuVZSEPLYB</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_PNiBs6WTlgAlon7</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The air conditioner always blows cold air (summer and winter) directly on me. I end up having to wear a jacket to keep warm. The walls are incredibly thin, to the point that I can often hear conversations going on next door. The bathroom faucets almost never work as they're supposed to. |
| <u>R_PNiBs6WTlgAlon7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_poBea5480HITw4N</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I would recommend my office can be vacuumed at least once a week. |
| <u>R_pQxDWdGe4SiO0Lv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_pQxDWdGe4SiO0Lv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_pQxDWdGe4SiO0Lv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_pQxDWdGe4SiO0Lv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_pS3RAF883r1iS2t</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Too cold in winter, too hot in summer. |

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| R_pS3RAF883r1iS2t | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | The music and meeting in the atrium are very distracting. |
| R_pS3RAF883r1iS2t | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Building is too cold |
| R_pS3RAF883r1iS2t | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_PTHM43Kjlm0pAs1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | small water flow, takes more time to wash hand |
| R_PTHM43Kjlm0pAs1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_PTHM43Kjlm0pAs1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_PTHM43Kjlm0pAs1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_PURcQ9UNst5IZDr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Very cold in my office. AC is too high. |
| R_PURcQ9UNst5IZDr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_PURcQ9UNst5IZDr | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_PwDkYIypZOLxO8N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | air quality |
| R_PwDkYIypZOLxO8N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_PwDkYIypZOLxO8N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_PwDkYIypZOLxO8N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_PwDkYIypZOLxO8N | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_pxBQZKmYykAPTbz | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It is time to update the bathrooms, some doors don't close, some sinks have no water pressure, and toilet seats are stained and look like they have been melted |
| R_pxBQZKmYykAPTbz | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_PX110EEtzdw0av7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_Q9DplwxzMeCZNuh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | lack of window for senior employee |
| R_Q9DplwxzMeCZNuh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_qDTBwNXXIwuPQQx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | My office is most always very warm to the point that I have to change clothes and put on something else to stay cool. |
| <u>R_qDTBwNXXIwuPQQx</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My main complaint about my workspace is the temperature of my office which seems to run most days very warm. However, some days it is just fine, like today it is not too hot and seems to be well conditioned, but most days I find that my office is way too warm even when the air condition is suppose to be on in the building, my office feels very warm and stuffy. I have had them check my vents before a few years ago and they said they saw nothing wrong. I don't know whether someone neighboring my office who has control of the thermostat keeps the setting too high in the summer which causes my office to be too warm maybe. I'm just not sure why my office is so hot most days to where it can be quite uncomfortable. |
| <u>R_qDTBwNXXIwuPQQx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too hot |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | doors do not unlock reliably |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | janitorial staff rarely vacuums, temperature is often uncomfortable |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Outside offices do not get HVAC service after 6 pm Monday through Saturday nor at any time on Sunday |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | very dusty |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Condition of paint; Construction in building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent; Building is too hot |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_Qgm5w5n31AOPoK5</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_qOOUpblxT6ViTF7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cigarette smoke in office |
| <u>R_qOOUpblxT6ViTF7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Cigarette smoke |
| <u>R_qOOUpblxT6ViTF7</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Please eliminate the cigarette smoke in the building. |

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| R_qOOUpbIxT6ViTF7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_qORs5aNEkaR2ArT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | the walls provide a cosmetic barrier but almost no privacy or sound insulation |
| R_qORs5aNEkaR2ArT | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_qOudRhZCrmlflf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_qOudRhZCrmlflf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_QoXsDzRruYDEI9v | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Variety of offerings in the vending machines. For example the soda machine on my floor offers 5 types of cola and water. How about add different diet soda options besides cola.\\Some doors need maintenance, one of the doors leading to the garages almost took my shoulder off because it didn't open properly. It has now been fixed but it wasn't working properly for a while. I like to think that it was fixed only because I reported my injury. \\Thank you for pressure washing the brick area need the cafeteria, at least I think it was. The brick was getting pretty disgusting. \\Some of the exterior lighting is in disrepair because they just disintegrated over the past few years. It would be nice to get those little things fixed so we look like a professional complex.\\The gentleman who keeps the rest rooms clean in the Randolph building has been doing it for years. He has been great. He always greets me with a smile and he is always working to keep the interior and exterior of our building clean. He does a wonderful job. |
| R_QoXsDzRruYDEI9v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_qzqWCX6BtX72C89 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent business |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_qzqWCX6BtX72C89 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_qzqWCX6BtX72C89 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_R2nNGTMggeoCArD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_r7jaGBKTqj5Z6hj | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I hate the filters on the faucets in the bathroom that reduce water flow. It takes three times as long to wash your hands. It wastes much more employee time than the money saved on the water, and reduces hygiene and spreads illness. Some of the faucets are better than others, and you have remember the "good ones." Also, after the remodel, the stall doors in the women's restroom on the ground level of Madison still don't close that well. |
| R_R91h5UfRpGDjIpf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Too hot on Sundays in Summer |
| R_R91h5UfRpGDjIpf | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | One of the toilets on my floor (8th floor men's room) has been repeatedly closed due to it overflowing. I would hope that they would finally fix this. The sinks do not deliver adequate water to clean hands properly. |
| R_RaSU2rmoww6FGLL | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Thank you for maintaining a clean, comfortable and pleasant work environment. However, the service/copy center rooms on every floor need de-cluttering. There is a lot of random computer keyboards, power cords, file trays, mouse, binders and extra stuff should be removed, please. |
| R_RCZWPABQZIGREgV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking) |
| R_RCZWPABQZIGREgV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |

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| R_RDA8MPR3DtHJfd7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_RDqDhGAIT0eEZ69 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Ventilation |
| R_RDqDhGAIT0eEZ69 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_RJ4zt79qbsM8BUJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_RJ4zt79qbsM8BUJ | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_RJMhfLeSEBIJJuh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Have asked maintenance to fix my heat and they constantly tell me that it is in the appropriate range, but clearly it is not if I have to bring gloves and a jacket |
| R_RJMhfLeSEBIJJuh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Overall, the building is great, but it would be great if the heating/cooling issues are resolved. I have gloves and a sweater in my office (even for the summer). Others in my area are using their winter coats both outside and inside during the the winter. |
| R_RJMhfLeSEBIJJuh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_RJMhfLeSEBIJJuh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_RJMhfLeSEBIJJuh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |

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| R_RIVCW2tcwjriKZj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | too cold |
| R_RIVCW2tcwjriKZj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | poor in rest rooms and pantry |
| R_RIVCW2tcwjriKZj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_RIVCW2tcwjriKZj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_RPRsuub9Sm7eMhP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_RRn3ErnmVztqu65 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It would have been more convenient if the thermostat works and able to control the temperature in my Office. Mostly it is very cold. |
| R_RWSnZbwLYtSCss9 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Overhead lights are too bright - no method for adjustment |
| R_s75oYLWMuLhlt3r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building interior, specifically, social events in the atrium of Madison building |
| R_s75oYLWMuLhlt3r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Plumbing issues (e.g., toilets, sinks leaking) |
| R_s75oYLWMuLhlt3r | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |

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| <u>R_sHGrSxtW421ZCIF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | water pressure in the sinks is extremely low |
| <u>R_sHGrSxtW421ZCIF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_sHGrSxtW421ZCIF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas |
| <u>R_SJlZGLZzdDjBk4x</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| <u>R_SJlZGLZzdDjBk4x</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_SJlZGLZzdDjBk4x</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_SJlZGLZzdDjBk4x</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_SJlZGLZzdDjBk4x</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_SMBoSALqVvE97Ud</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_sUp1Ygilj3zVCJb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Odor; Ventilation |

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| R_sUp1Ygilj3zVCJb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_sX0dwmRi9cURqOR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | the air is very dry |
| R_sX0dwmRi9cURqOR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_sXcpNht6XB1JXrj | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The acoustics need improvement. I can hear the next person sneeze or talk on the phone. |
| R_sXcpNht6XB1JXrj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| R_sXcpNht6XB1JXrj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_sXcpNht6XB1JXrj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_SZhNXdJxPJ5ka3v | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I have opted not to work full-time from home because I love my workplace environment so much. It is an honor to work here. |
| R_SZhNXdJxPJ5ka3v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
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| R_sZPAFhLpTWwHdip | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_sZPAFhLpTWwHdip | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_sZPAFhLpTWwHdip | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| R_sZPAFhLpTWwHdip | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_T6f2qPdsr7zh573 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | perhaps, signs in the men's bathroom might be appropriate for informing tenants that they should wash their dishes in the kitchen areas and not the bathroom sinks. They leave food behind in the sinks and they don't clean the food out. This leaves a nasty mess behind for others. Also, there's a gentleman on this floor who keeps depositing paper towels in the urinals. Of course, urinals are not engineered to accept solids so, the paper towels clog the urinal until someone comes along to clear the mess. A sign for that guy would be swell also. |
| R_T6f2qPdsr7zh573 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_T6f2qPdsr7zh573 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_T6f2qPdsr7zh573 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_TbJaz0JrH57eg1P | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Usually have issues with: Window Blinds, Bathroom fixtures, Bathroom supplies, kitchen equipment.\They care more about outside appearance. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_TbJaz0JrH57eg1P | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_TbJaz0JrH57eg1P | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_TcPePRXWXFLIyeR | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Vacuuming of office space appears to happen only when I request it, not daily. Pantry and Bathroom are not cleaned as thoroughly as I would like. Otherwise, the building is in great condition. |
| R_TcPePRXWXFLIyeR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping; Secondhand smoke at entrances |
| R_TcPePRXWXFLIyeR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Lighting in common hallways; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_TcPePRXWXFLIyeR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_TcPePRXWXFLIyeR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_tEVRf8O9EzukhQI | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | walls are thin, I can hear conversations through them. |
| R_tJKlel6Nng5BljX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Ventilation |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_tJKlel6Nnq5BljX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_tJKlel6Nnq5BljX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_TkqJGXQI9IA0Y1z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_TkqJGXQI9IA0Y1z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_TkqJGXQI9IA0Y1z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_TkqJGXQI9IA0Y1z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_To1ezgYAqagz02d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | gap between wall and toilet bowl need to be filled. |
| R_To1ezgYAqagz02d | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | It takes way too long to exit the building via stairways in case of an emergency. |
| R_To1ezgYAqagz02d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_TpFBLyTzgzdnrpv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| <u>R_TpFBLyTzgzdnrpv</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| <u>R_Tpx9Qgm3roT56vL</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The building is extremely cold everyday. |
| <u>R_Tpx9Qgm3roT56vL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_Tpx9Qgm3roT56vL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lights are too bright in personal workspace |
| <u>R_tRFBHia8ldtsv17</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Very satisfied overall |
| <u>R_TuPdJQ3TdVHwKx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |
| <u>R_TuPdJQ3TdVHwKx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_TuPdJQ3TdVHwKx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
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| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_TuTkSHRERwFz5ex | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_TvXz8Dc2qreaT3b | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Undersized for the number of male employees on the floor |
| R_TvXz8Dc2qreaT3b | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes |
| R_TvYGU7KgcG77PeF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | outside elevator unoperable |
| R_TvYGU7KgcG77PeF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | all the pantry soap dispensers drip onto cold water handles |
| R_tW0oz3cLA5TZpTP | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My only complaint is the plumbing needs a periodic check because toilets in the ladies can be slow. |
| R_tWcukvQrruJsm6l | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There is no ventilation in the rest rooms for getting rid of the bad odors. It takes a long time for replacing the broken appliances in the pantry rooms. Security guards should concentrate and watch the security monitors instead of watching internet or doing personal things while they are on duty. |
| R_tWcukvQrruJsm6l | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |

| TSS Survey | Agency | Bureau | Question | Comment |
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| R_tWcukvQrruJsm6l | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_tWcukvQrruJsm6l | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_tWcukvQrruJsm6l | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_tWcukvQrruJsm6l | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_tXM66Unw7KODxbX | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The USPTO Campus in Alexandria, VA is remarkable including the cafeteria services! |
| R_u2EgtnXXELY1mzD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_u2EgtnXXELY1mzD | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_UAcAeg8UZ7l31Qt | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am satisfied with my workspace! |
| R_UAcAeg8UZ7l31Qt | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_UAwzbTxnsWfkTN7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Privacy, you can easily see through the stalls |
| <u>R_UAwzbTxnsWfkTN7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Lacks natural lighting. It should be a code requirement like in Europe. |
| <u>R_UAwzbTxnsWfkTN7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_UAwzbTxnsWfkTN7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold; Temperatures are inconsistent |
| <u>R_UAwzbTxnsWfkTN7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_UAwzbTxnsWfkTN7</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_UGi9Wxt8LB1bWLL</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I've reported the soap dispensers and hands-free faucets not working in the 3rd floor bathroom three separate times. Only 2 soap dispensers and 1 faucet out of 6 actually work. |
| <u>R_UGi9Wxt8LB1bWLL</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I am in an open area with low partitions -- too many people walking by -- too many distractions. I put my headphones on to concentrate on my work. |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|--|
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of building exterior; Appearance of landscaping |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_Ui78QTFfDNkjwt3</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_ULTguZUS6a78lhj</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | This is building is now 13 years old and bathrooms start to show that. Men's Bathroom cleaning, plumbing issues, ventilation issues needs to be addressed in Jefferson Building 2nd floor. |
| <u>R_ULTguZUS6a78lhj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
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| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_UN1Ai340yneXpSN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_UN1Ai340yneXpSN | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_URbVVLrHt9s3SBX | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_UW7XUrTKW5JKffP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Secondhand Smoking |
| R_UW7XUrTKW5JKffP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Foul smell in the 9th floor bathrooms |
| R_UW7XUrTKW5JKffP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Smoke smell in the office as the Building management folks sit in the top floor ventilation room and smokes in there, which we took photos of and provided to them with no avail. Office door facing the Restroom door |
| R_UW7XUrTKW5JKffP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Cigaretter Smoke smell |
| R_UW7XUrTKW5JKffP | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Office door facing the Restroom door and hence too noisy from foot traffic and flushing sounds |
| R_UW7XUrTKW5JKffP | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Cigarette smoke smell is a major issue for many of us who has cigarette smoke allergy. We complained to the building management contractor thru the Office of administrative services and then the smell will be gone for few weeks and back again. We witnessed these building management contractors sit in the huge ventilation room on the top floor penthouse and smoke together in groups on multiple occasions. The roof of the building is filled with cigarette butts as proof of their smoking activity. This is really bad especially on bad weather days. Multiple complaints of this from multiple folks never got resolved properly and many of us still suffer from second hand cigarette smoke. |

| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|--|---|
| <u>R_UW7XUrTKW5JKffP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_UW7XUrTKW5JKffP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Pest control management |
| <u>R_UW7XUrTKW5JKffP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_UW7XUrTKW5JKffP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| <u>R_UW7XUrTKW5JKffP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_UW7XUrTKW5JKffP</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| <u>R_uxZYtuXrwcHQNb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Secondhand smoke at entrances |
| <u>R_uxZYtuXrwcHQNb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Inadequate signage |
| <u>R_uxZYtuXrwcHQNb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.) |
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| TSS Survey | Agency | Bureau | Question | Comment |
|--------------------------|------------------------|----------------------------------|---|---|
| <u>R_uxZYtuXrwcFHQNb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| <u>R_uxZYtuXrwcFHQNb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_uxZYtuXrwcFHQNb</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| <u>R_VKiPm6RO0mxDo7D</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | While I'm satisfied with the restrooms, the stalls seem to be out of order and / or have sensitive plumbing more often than not anymore. |
| <u>R_VLnLhNqHAYdd0Rj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | The bricks on the walkway are extremely hard to walk on and it is easy to trip on the walkways. |
| <u>R_VLnLhNqHAYdd0Rj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | HVAC system shuts off on weekends and nights |
| <u>R_VLnLhNqHAYdd0Rj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | No air circulates on Weekends and Holidays |
| <u>R_VLnLhNqHAYdd0Rj</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | My office space is hot normally when the HVAC system is on, but on the weekends it is extremely bad. I have spoken to the building management over the course of time I was here and they said there was nothing they could do. |
| <u>R_VLnLhNqHAYdd0Rj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_VLnLhNqHAYdd0Rj</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| <u>R_vO090p5D3jJGIWR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | personal office temperatures are inconsistant |
| <u>R_vO090p5D3jJGIWR</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| <u>R_vohWgDZkBIU!9jr</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Very good cleaning personel |
| <u>R_VQk5TYFYPTcKOOZ</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_VQoA1ztaCEliTC1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| <u>R_VXdLSGOm097iXaV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Furniture Not ergonomic |
| <u>R_VXdLSGOm097iXaV</u> | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Lighting, Temperature and above all cleanliness & odor of bathroom need to be taken care of. There should be a rule set in the bathroom about how to use it. Sometimes I saw some people lift their foot into the bathroom sink basin to wash it. |
| <u>R_VXdLSGOm097iXaV</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Appearance of landscaping |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_VXdLSGom097iXaV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Cleanliness of restrooms; Odor |
| R_VXdLSGom097iXaV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_VXdLSGom097iXaV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_VXdLSGom097iXaV | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_W2qrn6VgTQPpvpv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_W2qrn6VgTQPpvpv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Temperature setting |
| R_W2qrn6VgTQPpvpv | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | nonr |
| R_W2qrn6VgTQPpvpv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms |
| R_w6pRAY388LFg64h | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| R_w7R7B62vfGwVROF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | poor quality faucet |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|---|
| R_w7R7B62vfGwVROF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_WiaKdxGot3LFFSh | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The auto-flush toilets flush too soon |
| R_WiaKdxGot3LFFSh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_Wjmn9yHJre6RRCh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_Wjmn9yHJre6RRCh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_Wjmn9yHJre6RRCh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of personal workspace (e.g. vacuuming) |
| R_Wjmn9yHJre6RRCh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | LACK OF VACUUMING OF CARPETS |
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The lack of regular and thorough vacuum cleaning of the carpets has been an ongoing issue for years. The allergens, and disgusting carpets contribute much to ill-health and allergies! |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|--|---|
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Cleanliness of building's common areas; Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Cleanliness of carpets; Cleanliness of personal workspace (e.g. vacuuming) |
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent |
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_WjOaB7rSMsjc18d | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_wM2jN5eFpWYSiuR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | shared space has poor ventilation, and carpeting contains odor |
| R_wM2jN5eFpWYSiuR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor |
| R_wM2jN5eFpWYSiuR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| R_wM2jN5eFpWYSiuR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_wM2jN5eFpWYSiuR | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |

| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|---|--|
| R_wZAmWbSRj51nNHH | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | need more soft lighting |
| R_x0jtD7QPuKPz7od | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | too hot in the winter and too cold in the summer - the vent is positioned above are head, the air is continuously blowing on our head, neck and back, very uncomfortable |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | too dry |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | the noise from the trucks loading and unloading is pretty loud |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Building is too cold |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_x5G7qgMQQ6VEtON | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace; Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_XAncgkRvjeH6yAh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
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| TSS Survey | Agency | Bureau | Question | Comment |
|-----------------------------------|------------------------|----------------------------------|--|---|
| R_XAncgkRvjeH6yAh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_XAncgkRvjeH6yAh | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_xEZDgYnBvm17orf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | I hate working in an office with no window |
| R_xEZDgYnBvm17orf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes |
| R_xEZDgYnBvm17orf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_xEZDgYnBvm17orf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces |
| R_XFB1GLwL1ZvyMr7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Air flow too strong in my office |
| R_XFB1GLwL1ZvyMr7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking) |
| R_XFB1GLwL1ZvyMr7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_XFB1GLwL1ZvyMr7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_XFB1GLwL1ZvyMr7 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_Xi9Cj6YQxMw7Rmx | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_Xlia2Ew9YFjZ6aB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Smells from vents and from cleaning closet nearby |
| R_Xlia2Ew9YFjZ6aB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Aesthetics; Availability of supplies (e.g., toilet paper, paper towels, soap, etc.); Cleanliness of restrooms; Fixtures and finishes; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_Xlia2Ew9YFjZ6aB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_Xlia2Ew9YFjZ6aB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_Xlia2Ew9YFjZ6aB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| R_Xlia2Ew9YFjZ6aB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | HVAC volume; Noise from adjacent office spaces |
| R_XjHRUY3EErxhdJf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | leaking windows |

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| R_XjHRUY3EErxdJf | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Plumbing issues (e.g., restrooms, water fountains leaking) |
| R_XmQn9lEXKSM9lYx | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | None |
| R_XMWj9lDs4Zz1X3z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_XMWj9lDs4Zz1X3z | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_XnQelSPBk90SgKZ | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | There is dust accumulating on my desk; I assume that it comes through the A/C ducts. |
| R_XprjptYpzMgmt9v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | New carpet glue and paint smell bothers me. Gives me migraines. |
| R_XprjptYpzMgmt9v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | neutral |
| R_XprjptYpzMgmt9v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Providing dimmers will help |

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| R_XprjptYpzMgmt9v | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The air quality on the fourth floor of Madison West building was bad. The change in carpet and new color has made it worse. There needs to be some air purification done there. The pattern on the new carpet gives dizziness to some people. My personal work space has no windows and that is troublesome. |
| R_XprjptYpzMgmt9v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_XprjptYpzMgmt9v | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace; Lights are too bright in personal workspace |
| R_XS2BfikpIPsZDDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Limited access to light from outside |
| R_XS2BfikpIPsZDDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Plumbing issues (e.g., toilets, sinks leaking) |
| R_XS2BfikpIPsZDDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent; Building is too cold |
| R_XS2BfikpIPsZDDb | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | There aren't any windows. Even a clarestory window would be better than this. Additionally, the ventilation is poor and only about half of the hall lights. |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Ventilation on weekend days is horrible. |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Only half the lights in the halls work. The light that does exist is "warm" light that causes too much eye strain. |

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| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The inability to exit the building at Floor 1 without setting off the alarm is silly. It's not helping anyone stay safe. It's just making it harder to use the stairs to stay fit.\Clerestory windows on the interior offices would allow more natural light to permeate through the building. The current system of ventilation doesn't keep a constant temperature. Most of the thermostats don't work properly or are too sensitive. |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too hot; Temperatures are inconsistent; Building is too cold |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in building's common areas; Inadequate lighting in personal workspace |
| R_Y3wMP2RNp2galqB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_ylaUx64jlewEIO5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | My Office is colder than rest of building |
| R_ylaUx64jlewEIO5 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_ylqfFNaMzflUeB | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Some stall doors don't even close because the fixtures in a neighboring stall are misaligned |

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| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | No A/C on Sundays |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Even with no A/C on Sundays, at least a fan should be running |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Walls are paper thin, we need to conduct meetings without being bothered by adjacent noise |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | On some Saturday mornings, some custodial staff enter my office to clean the desk and the blinds. When they clean the desk, they leave items pushed aside in disarray even to the point of knocking computer speakers over and almost leaving my telephone unhooked. I have made my complaint in writing to a joint labor management task, and the activity still has not stopped. This is unacceptable. |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Fixtures and finishes; Plumbing issues (e.g., toilets, sinks leaking); Ventilation |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_yOyENBcxI0eVG3n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_yyTWIBwfPzgK8w1 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | The ventilation in the restrooms is inadequate. It stinks in there all of the time and especially when someone is doing their business. |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_yyTWIBwfPzgK8w1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Odor; Ventilation |
| <u>R_yyTWIBwfPzgK8w1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_yyTWIBwfPzgK8w1</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor |
| <u>R_z5MwyHwrPTkJBex</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| <u>R_z5WT34g4wXn8ucx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with your personal workspace? | Condition of paint |
| <u>R_z5WT34g4wXn8ucx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| <u>R_z5WT34g4wXn8ucx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| <u>R_z5WT34g4wXn8ucx</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the amount of light in your workspace? | Inadequate lighting in personal workspace |
| <u>R_Z8ou3D9Uh62CDOF</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the exterior of your building and grounds? | Benches are splintering |

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| R_Z8ou3D9Uh62CDOF | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Please replace the outdoor benches! They are very necessary, and increasingly dangerous to my wardrobe due to splinters!.Also, the offices should be vacuumed more often. |
| R_Z8ou3D9Uh62CDOF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Cleanliness of restrooms; Fixtures and finishes |
| R_Z8ou3D9Uh62CDOF | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from building exterior (e.g., construction, trains, traffic, airplanes) |
| R_ZBPjZDjzYJ4PmTv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | The kitchens, and bathrooms are okay but otherwise there aren't many common areas discuss. The halls are neutral |
| R_ZBPjZDjzYJ4PmTv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Regarding the plumbing issues the electronic sinks often don't work and the electronic toilets often flush while I am still sitting on it. |
| R_ZBPjZDjzYJ4PmTv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of your building's common areas? | Lighting in common hallways |
| R_ZBPjZDjzYJ4PmTv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the appearance of the restrooms? | Plumbing issues (e.g., toilets, sinks leaking) |
| R_ZBPjZDjzYJ4PmTv | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_zbVLhR8QEfitx61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Walls between offices too thin |
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| TSS Survey | Agency | Bureau | Question | Comment |
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| R_zbVLhR8QEfitx61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |
| R_zbVLhR8QEfitx61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |
| R_zbVLhR8QEfitx61 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent office spaces; Noise from adjacent personal workspace |
| R_zT2jxh27zkW9rEt | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | I like having a standing desk. |
| R_zYJYK4leYH2goE1 | Department of Commerce | U.S. Patent and Trademark Office | Q26. Please provide any additional comments concerning your overall satisfaction. | Security personnel are extraordinarily professional and cordial. |
| R_zYJYK4leYH2goE1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Odor; Ventilation |
| R_zYJYK4leYH2goE1 | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the noise levels in your workspace? | Noise from adjacent personal workspace |
| R_Zyo3fxrs5zHaWlj | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Building is too cold |
| R_zZsFsOMPz552b9n | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the temperature in your building? | Temperatures are inconsistent |

| TSS Survey | Agency | Bureau | Question | Comment |
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| <u>R_zZsFsOMPz552b9n</u> | Department of Commerce | U.S. Patent and Trademark Office | How satisfied are you with the air quality in your building? | Ventilation |